



Mobile Care Group[™]

■ Mobile Healthcare ■ Medical Transportation
■ Systems Consulting ■ Mobile Oxygen Services

Medical Transportation *“Driven To Care”*

“I just wanted to thank you for the fine service our resident received from your ambulette attendant, Kara. She did an amazing job taking care of her - she spoke so kindly and went to get two blankets for the resident to ward off the cold morning. The whole interaction between them was very sweet and compassionate.”

- Craig, Administrator at HCR of Promedica

“I’m calling to let you know that your transportation team, Jodi and Tyler, did a top notch job in everything they did while transporting my mom from Orchard Villa to Mercy Maumee Orthopedics. They were absolutely wonderful to my mom, and went over and above with everything. They took extreme care in moving her in the stretcher. Jodi even gave my mom her water bottle! My mom will not stop talking about how wonderful the experience was - and called me this morning to make sure I called Mobile Care Group to let you know. I work for the fire department, so I know what good care is! It was worth every penny of the out-of-pocket expense!”

- Son of Orchard Villa resident

“Thank you for the compassion your drivers, Ben and Steve, showed my mom during a recent transport from the Goerlich Center to Flower Hospital. I want you to tell them I will remember their kindness!”

- daughter of Goerlich Center resident

“Madison and Rachal took very good care of me when they transported me from Heartland of Perrysburg to UTMC and back. They handled me with kid gloves. They saved my life!”

- resident of Heartland Promedica

“I would like to compliment your crew, Randy and Jayme, on my transport to and from Flower Hospital. They did a fine job, overall. I felt comfortable and safe and they took really good care of me. I think they deserve an extra compliment on the service today and service from your company in general. May God bless the work that you do and keep you all safe!”

- resident of Rosary Care

“Colin, Randy, Leah and David were wonderful and super helpful with my father, and I actually feel that I owe your company more than what we paid for the transport. Actually, I wanted to tip the crew for their work but they refused. I just want to make sure that everyone that helped with my dad’s transport today was recognized because of how well it went.”

- son of Manor of Perrysburg resident

“I want you to know what a good and wonderful person your ambulette attendant Lavetta is - we talk like we’ve been friends for 40 years!”

- MCG customer

“Jayme and Dan transported my husband to UTMC, and I would like to comment on the care, compassion and integrity they both extended to him. We are very happy with the overall care we receive from Mobile Care Group!”

- wife of Heartland of Promedica resident

"I called to change some dialysis transport times next week, but want to make sure I let you know I was very pleased with your ambulette attendant, James. He was very professional and represented Mobile Care Group very well!"

- MCG customer

"Jen transported my wife to and from UTMC. She was very polite and treated my wife very well. We were both impressed and will be using Mobile Care Group for future transports."

- husband of Heartland of Promedica resident

"The care I received could not have been better. It was outstanding! I remember one of the fellows saying, 'God bless you', which meant so much to me. You can pick me up any time! Thank you!"

- resident of Kingston of Sylvania

"Your ambulette attendant, Greg, did an exceptional job transporting me from Toledo Hospital Dialysis to my home. He was very safe and professional, and I'm always happy to use Mobile Care Group for my transportation."

- MCG customer

"I called to let you know Robert transported me from Heartland of Perrysburg to my private residence. I was very happy with Robert. The trip was excellent and I will definitely be using your transportation service again in the future."

- MCG customer

"I'm calling to compliment you on the fine service I received from Tim and John. They did a very good job and took very good care of me - I wanted to make sure you knew that."

- resident of Heartland of Waterville

"Jon transported my daughter and me from my house to UTMC for my daughter's appointment. He was excellent, and really made my daughter and me feel safe and comfortable throughout the experience."

- mother of MCG customer

"Joe, it's great to partner with businesses that echo Kingston's commitment to customer service! Thank you for your partnership."

- Sara, Kingston

"Brandon transported me from my appointment back to my residence. I wanted to let you know that he was so very kind and professional and I really appreciated the fine service. I thought this was worth calling about."

- resident of Genacross Lutheran, Wolf Creek Campus

"Mike transported me the other day, and although I was not feeling well, he went out of his way to make me feel better. I appreciated this very much. In fact all MCG drivers are nice!"

- resident of Heartland of Perrysburg

"Your collections specialist, Nate, was very polite when asking me for money."

- resident of Heartland of Oregon

"Lynlee, one of your ambulette attendants, transported me to St. Anne's Hospital and I wanted you to know she was very friendly and easy to talk to. I enjoyed the experience completely, and I was happy to have her as my driver."

- resident of Orchard Villa

"I called to advise you that your EMT, Colin and his partner, were excellent with my mother. They transported her to St. Anne's ER. They were even more professional than the Municipality Fire Department, who also showed up on the scene. I appreciated their service and will have no issues calling your company again if I ever need service."

- son of an MCG customer

"Your crew, Dave and Natalie, transported me to St. V's for a doctor's appointment and they were excellent! Everything about the experience was great!"

- resident of Kingston of Perrysburg

"Your ambulette attendant, James, transported me from my doctor's appointment back to Spring Meadows. The trip was delightful. James was extremely nice and had a very professional appearance. I only wish that there was an audio recording in the van so you could hear how polite he was!"

- resident of Spring Meadows

"I had the flu yesterday and did not want to go to dialysis, but went anyway, I'm glad I did! Kara, your ambulette attendant, was so nice. She treated me like I was her mom or grandmother. She made me feel better and I wanted you to know!"

- resident of Heartland of Perrysburg

"I want to pass on my compliments because your company is always so pleasant and easy to work with!"

- Doug, RN at Sylvania Care

"I would like to specifically request that your ambulette attendant, Lavetta, handle my return ride home. She makes the ride so enjoyable. We love her because it's always a great experience."

- private residential customer

"Your ambulette attendants, Heather and James, transported me to and from my dialysis appointment. They are true sweet hearts and the trip was awesome!"

- resident of Heartland of Perrysburg

"I just wanted to let you know what fine service I received on my trip to and from my wound care appointment. Your ambulette attendants, Lavetta and Scott, are the best drivers I've ever had. They were great. They have transported me in the past, but I never took the time to call in my compliments - I decided it was time I did!"

- resident of Heartland of Perrysburg

"Madison and Steve did a great job transporting my mother from Kingston of Perrysburg to UTMC Ortho. They did a great job and were absolutely wonderful with my mother. My mom felt very safe and cared for and I wanted to let you know how thankful we were for their great service!"

- daughter of Kingston of Perrysburg resident

"Brandon transported me recently, and he was very patient and courteous. If possible, I would like to request he be assigned for my future transports."

- resident of Waterford at Levis Commons

"Your ambulette attendance, Scott, transported my wife to her appointment at Wildwood Medical Center. He was very personable and courteous, and I appreciate the good care he gave my wife."

- husband of Kingston of Perrysburg resident

"I have returned home from Kingston of Sylvania, and I would like to use your company for all my transportation needs. I was very happy with your services while I was at Kingston, and I don't care for the other companies I have used in the past."

- former resident of Kingston of Sylvania

"Your medic, Nate, is absolutely awesome. He asked my mom's doctor a question about her care that I would have never thought to ask. In Nate asking this question it will save us some inconveniences in regards to my mom's future care. Both Nate and his partner were so polite and caring."

- daughter of a resident of Heartland of Promedica

"Your Ambulette Attendant, David, is doing his job correctly. He used the lap belt when securing me in the van. I have had other company's transport me and none of them ever used the lap belt. David did a fantastic job and I just wanted to make sure he was recognized."

- resident of Heartland of Waterville

"I just wanted you to know how appreciative I was of your transport service for my mother. I'd like to adopt the two drivers, Brandi and Scott, who transported my mother – it was a long day for her and they did all they could do to ensure mom's comfort and safety. So many people are quick to call in complaints but I wanted to specifically call to complement your services."

- son of a resident of Rosary Care

"Brandon transported my grandmother to a doctor's appointment. My grandma was very worried about her legs and getting them bumped during the transport. Brandon was so gentle with her and she felt so safe and secure in his hands. She was thrilled with the whole experience."

- granddaughter of a resident of Manor at Perrysburg

"I just had to call to complement two of your Ambulette Attendants, Scott and Jen. They are absolutely wonderful. They are excellent drivers and I adore them. Thank you for having them as employees!"

- resident of Heartland of Perrysburg

"Chad and Stacey transported my son from Tamoshanter Hockey Rink to Toledo Hospital. I was so impressed with them, and I appreciated the care and attention they gave to my son."

- Kayla, employee of Lucas County Emergency Medical Service

"My mother and I truly appreciated the fine service provided by Mobile Care Group and Ambulette Attendant Brandi. I can't say enough about how caring and gentle she was with my mom—she made my mom feel very cared for."

- daughter of resident of Kingston Sylvania

"Jeff and Raymond were dispatched to our facility for an emergency transport. I wanted to let you know how awesome they were with our one of our residents. He was upset, and Jeff and Raymond helped me to calm him down. They were just wonderful and were such a great help to me in caring for our resident."

- Jamie, nurse at Swanton Valley

"Your ambulette attendant, Bob, transported me to and from the bank so I could work out a credit card issue. He was the best driver I have ever had! Bob could not have been more helpful to me, and I wanted to make sure you knew about my experience."

- resident of Addison Heights

"My trip to St. Anne's with Amanda was SUPER! She is a very good driver and she made me feel very safe."

- resident of Kingston of Sylvania

"Your service to one of Dr. Wohlwend's patients was exceptional. Your Ambulette driver, Julie Miller, was just extraordinary – walking Dr. Wohlwend's patient in for an appointment, and being so patient and compassionate with her – I have never witnessed that type of care from a transport company and I wanted you to know how wonderful your driver was."

- Melissa, employee at Dr. Wohlwend's office

"Julie picked me up to take me to and from my dialysis appointment yesterday. I truly appreciate the great job she did with my transportation."

- MCG residential customer

"Your Ambulette Attendant, Lavetta, transported me to and from my doctor's appointment. She was very polite and personable, and I wanted to make sure her supervisor knows. I would love to request her for future transports."

- MCG residential customer

"I would like to have the same driver, Greg, for all of my future transports. He was exceptionally nice and very kind to my brother. Greg always goes out of his way to be very good to the people he transports."

- sister of a MCG customer

"Jason and Mike transported my father from Flower Hospital to his home. He was admitted to Hospice that day and died later that week. I would like to thank you for the great service you offered to my father. Jason and Mike were great and I will always remember and be thankful for how kind and considerate they were on my father's last ride home."

- Marty, son of an MCG customer

"Amanda transported me from my doctor's appointment and back to my house. I received some bad news from my doctor that day and Amanda helped to cheer me up. We talked and were singing songs, and my sour mood was soon turned around. Amanda made me feel so much better and I want her recognized for her wonderful service and her compassion. Amanda is a very sweet person and took good care of me physically and emotionally."

- MCG customer

"Dear Joe, Thank you for your great service and wonderful drivers. Your kindness is appreciated. God Bless You."

- sister of a MCG customer

"Your Ambulette Attendant, Scott, drove me to Solon, OH. He was wonderful, amazing and very nice, and he went above and beyond the call of duty to make sure I was comfortable. I had refused to go by other transports because I was in so much back pain, and this was the best transport. I wanted to thank your company and make sure that Scott was recognized for such good service."

- resident of Heatherdowns Rehab & Residential Center

"Marissa and Julie recently transported my husband from our home. The service they provided to my husband was excellent. Marissa and Julie were exceptional. My husband will have sporadic doctor's appointments in the future and I most definitely will be calling Mobile Care Group for transportation services."

- wife of a MCG customer

"Greg transported one of our residents to Wal-Mart for an optical appointment. I received a call from Amber, a manager at the Wal-Mart. She said she just had to tell me how great Greg was with our resident. Amber said he was patient and helpful."

- employee of Heartland of Oregon

"I wanted you to know how thankful I was that you came to my aid this morning at 6am and covered a transport that another company had simply dropped. One of our residents had an appointment for surgery at Toledo Hospital which he scheduled over two weeks ago, and this appointment had been cancelled two times previously. So, if he had missed today, it would have been at least another two weeks to get it re-scheduled. We were in a panic and called Mobile Care Group to see what we could do. You sure helped us out of a major problem today by coming to our aid. Who else would have jumped in at 5am in the morning? You guys are the best. When we dispatch to you, I'm 100% confident that the job will get done whether it's prescheduled or a last minute emergency, like this morning. Please tell all who were involved thank you very much".

- Craig, Administrator at HCR Waterville

"I am being discharged from The Laurels next week and won't need your transportation services once I am home. You have been transporting me to and from dialysis 3 days a week. I wanted to tell you that I have really enjoyed being transported by MCG and wanted to commend a few of your employees— specifically Brandon, Jennifer and Julie. All of your drivers are good but these three are super! They were always so good to me and I appreciated that so much"

- resident of The Laurels

"My husband and I both enjoyed the conversation and ride to his doctor's appointment with Chad and Sue. Their care in securing my husbands wheelchair and keeping him warm for the trip was wonderful. I will request you should we need this transport again."

- wife of a resident of Swanton Health Care

"David transported me on discharge from Kingston to my home recently. The transport was amazing. I was so scared and David calmed me right down. I would never be able to say enough nice things about David. You have a great team at Mobile Care Group, and I will be contacting you folks for future transports."

- former resident of Kingston

"Suzanne and Elizabeth transported a resident of Heartland of Waterville to UTMC. I'm calling to thank them for getting the resident to UTMC on time due to difficult circumstances. I specifically want to let you know how happy she was with the transport and how helpful the MCG crew was."

- UTMC technician

"Branden and Marissa were fantastic with my mother. In addition to good clinical care and treatment, they had my mother laughing and talkative, and left her in a very pleasant mood."

- son of a customer living in a private residence

"Tim transported my mother and me to a doctor appointment yesterday. He was professional, kind, courteous and just the ideal driver. Tim was just perfect with my mother, and made our transport experience great because he made us feel safe and comfortable."

- daughter of a resident of Elizabeth Scott

"ALL of your transportation crews are good but the last two were especially great. Tim and Brandon are both excellent drivers – they both deserve 3 stars! They were safe drivers and they were both perfect gentlemen. Thank you so much for the fine service."

- customer

"Jody and Sue transported me to an appointment recently. I wanted you to know that they were the best attendants I have ever had, and the care was excellent. They insured my safety, and I felt calm throughout the transport. Mobile Care Group is wonderful!"

- resident of HCR Oregon

"Your Ambulette Attendant, Greg, handled a discharge with one our residents. He went above and beyond for the patient. He was exceptional!"

- Carrie, nurse at Laurels of Toledo

"You transport me regularly to dialysis and various appointments. Everyone from Mobile Care Group is fantastic. Everyone treats me so well. You have a great company with some great people".

- resident of Lutheran Village Wolf Creek

"I would like to compliment Misty and Bob for doing an excellent job with one of our residents. We called them to transport our resident due to a possible hip fracture. When they arrived, they focused on her pain and gave her a perfect dose of medication. After administering the medication they let the meds take affect before moving her, which turned out to be the exact correct thing to do. As it turned out, our resident did indeed have a hip fracture, but she also had a pelvis fracture and rib fractures. Once I received the report from the hospital I wanted to make sure Misty and Bob received recognition for going above and beyond for our resident. They offered very good clinical care with such consideration and compassion."

- Barb, skilled nursing facility nurse

"I wanted to make you aware of how much I appreciated the care David gave to a resident of Ridgewood yesterday. When David arrived at the hospital to transport the patient, he noticed he was having difficulty sitting upright in the wheelchair, and expressed concern for his safety. David called MCG to request a stretcher transport. David was professional, empathetic and patient while he waited with the patient for a stretcher transport. I wanted to make sure he was recognized for his excellent service."

- Julie, nurse in Endoscopy Department at St. Vincent Medical Center

"Julie transported a gentleman who has no family from his home to HCR Perrysburg. Julie was wonderful, caring, supportive and considerate! She made his day, and Hospice of NW Ohio and HCR Perrysburg are thankful and touched by her service to him."

- Kathy Z., Hospice of Northwest Ohio

"Jim and Stacey transported me from Toledo Hospital to Brookview Healthcare in Defiance. I want you to know the Crew was absolutely fantastic. I have never had such good service. They were sincere, polite and friendly. I felt like they were friends taking care of me. I will, without a doubt, use Mobile Care Group again!"

- resident of Brookview Healthcare

"Branden transported me to and from my doctor's office. Upon returning home, he helped me take off my coat, and helped me put an ice pack on my ankle. Branden also stayed and pushed me down to lunch. His service and attention to me was excellent, and he helped me out so much. I wanted you to know what fine service Branden provided to me!"

- resident of Alexis Gardens

"Tim transported my mother to the airport last week. He was absolutely wonderful with my mom and could not have been any kinder. I appreciated the wonderful care Tim provided to her and wanted you to know how thankful I am."

- daughter of Heartland of Perrysburg resident

"I am a passport rider and Greg transported me to and from my appointment at UTMC. I was so impressed by Greg. He was an angel and the driving was perfect. I love Mobile Care Group and I have never had a bad driver from MCG. You are by-far the best transport company!"

- Joe, passport rider

"I am a regular transport customer and I wanted to let you know I always receive great service from Mobile Care Group, but today the service was exceptional! Jeff and John really took good care of me today. The weather was bad and they were very caring and safe with me which really made me feel good!"

- resident of Lutheran Village at Wolf Creek

"Tim transported my grandmother on Thanksgiving Day from a private residence back to Swan Point. He was just wonderful and very polite. I like all of the Mobile Care Group drivers, and I love your service, but Tim especially! I tried to tip Tim but he politely refused the tip."

- grandson of Swan Point resident

"Amanda transported my husband from Sylvania Care to Toledo Clinic yesterday. He was upset because he was running late. Amanda calmed him right down, advising him she would indeed get him to his appointment on time and safely – then she did in fact drive very safely to the appointment which eased his anxiety. I wanted to let you know how much I appreciated the fine job Amanda did transporting my husband. She went above and beyond to take care of him."

- wife of Sylvania Care resident

"Timothy transported one of our residents yesterday, and her son always rides with her. She vomited during the transportation and Tim handled the situation very nicely, and with compassion. Her son commented about Mobile Care Group: 'It's like dealing with a limousine company rather than a furniture moving company!'"

- administrator of HCR Waterville

"I want to commend your driver Linda. She transported me and my husband to and from the Toledo Clinic and Sylvania Care in that driving rain today. She got us both safely secured in the van, and offered me a towel to wipe my glasses. She is a wonderful, self-confident and considerate driver. What a wonderful experience it was with your company despite the bad weather!"

- wife of Sylvania Care resident

"Jeremy and Tim transported me to MCO today. I just got home and wanted to call to tell you they were amazing. Oh My Goodness – they were responsive to questions and helped me at the hospital. The doctor was even talking to them. I have had a lot of ambulance rides and these guys are by far the best. I would not call anyone else for transportation."

- resident at Wolf Creek

"I want to commend Ambulette Attendants, John and Scott, for their amazing service yesterday. They were involved in the transport of a resident from Rosary Care to and from Dr. Rais office. The drivers were both so nice, respectful and kind. They deserve an A+++! We see many other transport companies coming in and out of here and Mobile Care Group is by far the best, and I wanted you to know that"

- Mary, office manager at Dr. Rais office, UTMC

"I'm calling today to complement your company and, specifically, Chad and Sue for the fine service they provided to me last Thursday. They transported me, via stretcher, to my doctor's office on Sunforest Court. It turned to be a long drawn out affair – we sat in the waiting room for over an hour. I was on a gurney and Chad & Sue never left my side. They made sure I was comfortable and that nothing happened to me! I sure appreciated that special attention. The ride was smooth too. Overall, they were very professional and attentive. I have a couple more visits scheduled and I'll be sure to use Mobile Care Group again!"

- resident of Kingston of Perrysburg

"All the folks at Mobile Care Group are so pleasant and helpful, but today Ambulette Attendant Brendon Engle really helped out on a situation which I feel was an example of going above and beyond – he helped clarify some confusion a doctor's office made with one of our residents. Without hesitation, Branden intervened to fix a problem caused at a doctor's office that could have resulted in a late return trip for Mr. Corbin."

- employee at Heartland of Perrysburg

"I would like to complement Mobile Care Group on your service, and specifically for Ambulette Attendant Tim's fine service. He picked me up from my residence and transported me to the doctor. I'm blind and wanted you to know how helpful Tim was with me and how safe I felt with him. I will insist that Logisticare uses Mobile Care Group on all my transports in the future because I like the service you provide."

- MCG customer

"I would like to recognize Andrew and Jon for going above and beyond their job. I was so appreciative they volunteered their muscle to assist in moving a bariatric patient from the ER to a bed on the floor. These two gentlemen are always friendly and helpful when they visit St Luke's ER."

- charge nurse at St. Luke's Hospital

"Elizabeth and Suzanne transported my brother to and from Toledo Clinic. I want you to know their service to my brother was absolutely tremendous. I cannot thank them enough for their kind and gentle treatment of my brother. You have a wonderful company, Mr. Wallace, and I think the world of it."

- sister of Heartland of Perrysburg resident

"Matt transported a resident of Sunset Village from UTMC back to Sunset after her doctor's appointment. He was such a good guy. He was so sweet and kind to this woman. You should clone him – he was so great!"

- nurse at UTMC

"Multiple staff members mentioned Tony's kindness towards one of our residents. She had a 3 hour transport to an appointment that ended up being cancelled due to the Physicians error in scheduling. Clearly this sort of situation can be very upsetting. Tony showed empathy and compassion which comforted the patient."

- employee of Swanton Healthcare

"Raymond and Tony handled my mother's discharge from St. Luke's Hospital back to her home. I would like to express my gratitude and tell you how happy we were with the transport. My mother is still talking about the experience! I wanted to thank you personally."

- MCG customer's daughter

"We scheduled transportation for my father, and Greg was the ambulette attendant assigned to the transport. There was some confusion on the transport. The transport was set-up for a physician visit at UTMC's Ruppert Center, but we felt certain the physician was at Toledo Hospital. Greg drove us to Toledo Hospital, but upon our arrival, we were instructed to go to UTMC. When we arrived at UTMC we were told the physician was indeed at Toledo Hospital in Jobst Tower. Long story short, Greg got my father and me to the appointment on time, and stayed with us until we were ready to return to Wolf Creek. We are so thankful Greg was safe in all the driving and very understanding of the situation. The whole episode was confusing and unsettling, but Greg's calm handling of the situation greatly eased our anxiety."

- Lutheran Village at Wolf Creek resident's son

"I called to say how much I appreciated your ambulette attendant, Julie. She transported me on Christmas day. She was wonderful and did everything she could to make sure I was comfortable. I really appreciate her compassionate care and safe driving."

- Lutheran Village at Wolf Creek resident

"Tim transported my grandmother on Thanksgiving day from her private residence back to Swan Point. Tim was wonderful and very polite. I like all of the MCG drivers and love your service, but Tim especially. I tried to tip Tim but he politely refused the tip."

- Swan Point resident's grandson

"I called to compliment Mobile Care Group, and David, your ambulette attendant, in particular. The transport service was excellent and David is a very good guy!"

- resident of Ridgewood

"My brother-in-law and I think Mobile Care Group is so much more professional than TARPS, and we are very happy with your drivers. I offered to tip Ambulette Attendant, Colin, but he refused. I wanted MCG to know that he did such a great job for us."

- Sylvania Care resident

"I needed your service to get to Mercy Hospital a week ago. Your two employees, AJ and Jeremy were, in my opinion on a scale of 1 to 10, a 10+!"

- MCG customer

"Tim and Harley transported me recently, and I wanted to pass along my compliments to them for doing such a great job!"

- Manor of Perrysburg resident

"Dear Mr. Wallace and Ambulette Attendant, Scott: Many thanks for your fine service. It is much appreciated. May God bless you in every way."

- hand written note from a Rosary Care Center resident

"The transport with Liz and Sue was enjoyable and the experience was fantastic!"

- MCG customer's relative

"While I was sitting at UTMC waiting for an appointment, a lady was brought in by a MCG crew on a gurney for an appointment. I observed the way Suzanne & Elizabeth treated the lady and her husband. They were so professional, kind and caring. They calmed her when she was not sure what was going on, and were attentive to her until they left. Her husband commented how great they were. I was very impressed and felt compelled to call and let you know."

- UTMC patient

"Your ambulette attendant, Tim, transported my mother and me to a doctor's appointment yesterday and he was professional, kind, courteous and just the ideal driver. He was perfect with my mother and made our transport experience great because he made us feel safe and comfortable"

- Elizabeth Scott resident's daughter

"Mobile Care EMS & Transport crew members Samantha and Raymond unexpectedly were 'first responders' on an automobile accident they recently witnessed, rescuing the driver from a burning automobile and administering first aid. Both crew members showed great courage and leadership under dangerous conditions. They are a credit to their field."

- Toledo Fire Department

"I'm calling to say that Colin transported me - and the service was not good. IT WAS EXCELLENT! I specifically want to point out that Colin was courteous, but more importantly I observed how safe he was driving and I really appreciated that."

- Rosary Care resident

"A close family friend was transported to St Luke's Hospital and besides being bad circumstances, the experience was wonderful! The crew of Justin and Alex were professional and even allowed me to cry on their shoulders! I'll be sending a personal thank you to them."

- MCG customer's friend

"Jeanette transported me to a doctor's appointment. I wanted you to know I think Jeanette is a lovely person, and she is the nicest person that has ever transported me!"

- resident of Manor of Perrysburg

"David transported me on his first solo transport. I called to say how impressed I was with David and the transport in general. I specifically want you to know how considerate and helpful David was!"

- resident of Heartland of Oregon

"Your ambulette attendant, Tim, was so thoughtful and caring throughout the entire day. I am very thankful and appreciative of the great care I received from Tim."

- Swanton Valley resident

"Chad and Matt went above and beyond anything we ever expected with the transport of one of our residents."

- **Hospice of NW Ohio**

"Unit 5 - Mike and Jon - transported me to and from Wood County Hospital. I wanted to pass along that the crew did an excellent job and were very helpful and friendly. I was extremely happy and wanted to thank them."

- **MCG customer**

"Jenny went above and beyond the call of duty during my transportation, and for that I was very thankful."

- **Lutheran Home at Wolf Creek resident**

"I just had the nicest transport with one of your crews, Jason and Bethany, and felt I had to call you. I felt completely safe and would like to request them for all my future transports. Excellent service!"

- **Lutheran Home at Wolf Creek resident**

"All of the Mobile Care Group employees are good but the attendant we had today, Dennis Chesser, was exceptional - a total gentleman and so considerate. An A+++! Thank you so much."

- **MCG customer**

"I must complement your EMS Crew. They made me feel comfortable while under their care. They were respectful and they worked well together. They made a stressful situation much more bearable for me."

- **MCG customer**

"Ambulette Attendant, David, transported me to a dental appointment. David drove down King Road carefully avoiding all the potholes, maintained a very safe distance from the car ahead, and braked appropriately and smoothly. It was the smoothest ride I've ever had!"

- **Rosary Care Center resident**

"I went along as an aid on the transport of one of our residents. I'm calling to say I was so impressed with your company: the friendliness of your drivers, Abby and Colin, and the cleanliness of your vehicle!"

- **Becky, Swan Point receptionist**

"Jason and Kristen transported me and both were exceptional! My experience with MCG was excellent!"

- **Heartland of Wauseon resident**

"EMS Crew, Jim and Matt, who transported me to Flower Hospital, were fabulous! The trip was good, travel was safe, and I was very comfortable."

- **MCG customer**

"Mobile Care Group transported me from Swanton Valley to my doctor's appointment, and crew members, Steve and Jason, were very gentle with me. I had a wonderful experience, and I'm very thankful for the fine care I received."

- **hand written note from a Swanton Valley resident**

"Ambulette Attendant, Sierra, was so helpful to me when she picked me up on Easter Sunday. I wanted MCG to know she did such a great job for me!"

- **Sylvania Care resident**

"Ambulette Attendant, Cathy, transported my mother and she was exceptionally kind and polite. My mother and I appreciated the fine service."

- **Sylvania Care resident's daughter**