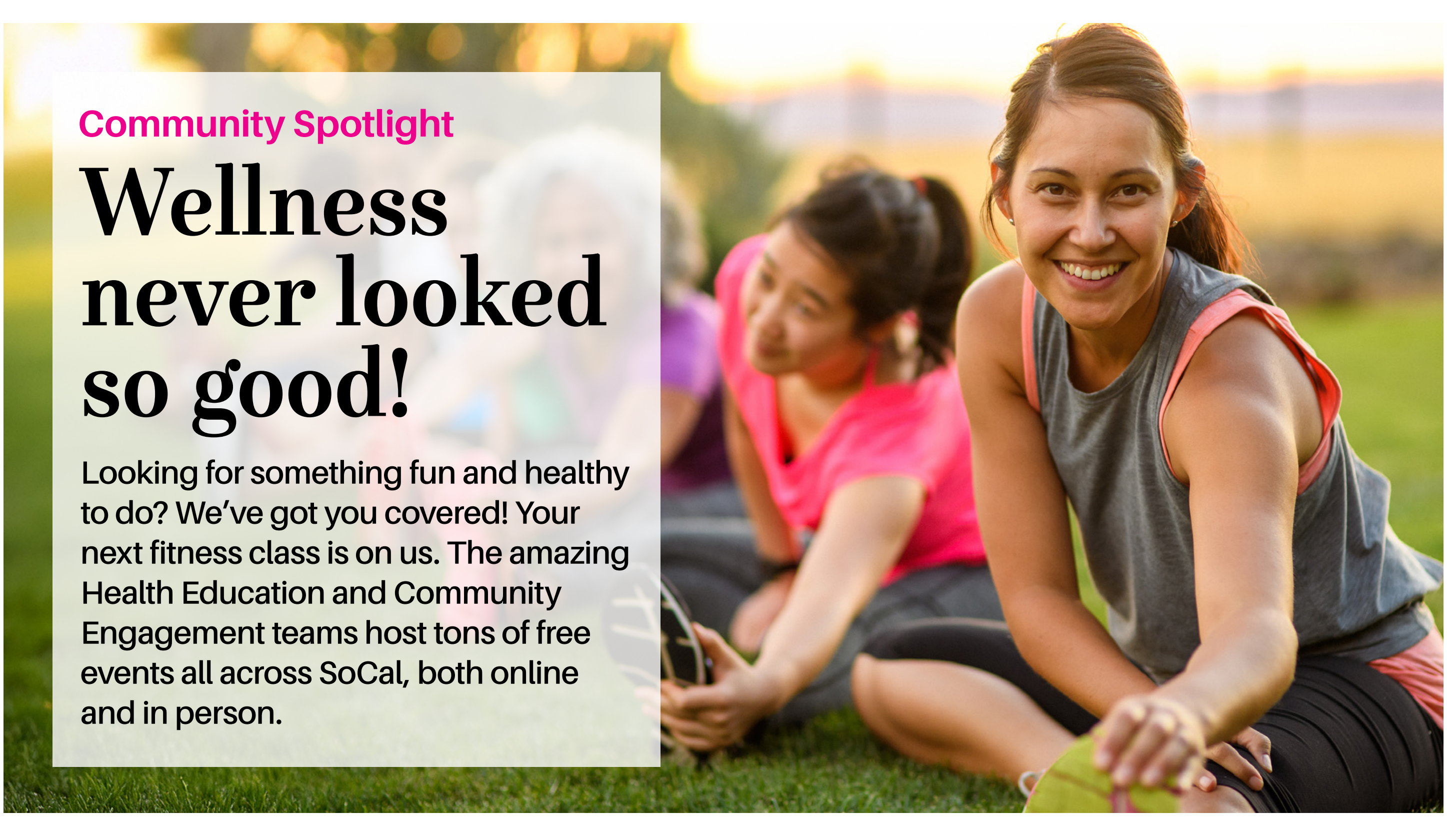
MARCH/APRIL NEWSLETTER

Powered By Our People

Our employees are the heart and soul of our organization

Regal Medical Group, Inc. · Lakeside Community Healthcare · ADOC Medical Group · Community Surgery Center of Glendale



Community Spotlight

Wellness never looked so good!

Looking for something fun and healthy to do? We've got you covered! Your next fitness class is on us. The amazing Health Education and Community Engagement teams host tons of free events all across SoCal, both online and in person.

Think yoga, Zumba, health fairs, community festivals — basically, cool stuff that gets you moving, feeling good and connecting with your community. And the best part? These member events are open to employees, too!

So grab your exercise mat (and maybe a friend) and check out the full lineup at HealthyWayEvents.com for your free dose of fun, fitness and good vibes.

Fitness that fits your schedule

We also invite you to explore our new HealthyWay video library. Hit play, get fit with prerecorded videos on health and wellness, chronic disease management, exercise and much more.

Link: https://videos.healthywayevents.com/

Agenda

- » Community Spotlight
- » Did You Know?!
- » Recruitment Rundown
- » Voices of Care
- » See Something, Say Something
- » Diversity, Equity and Inclusion Corner

» Did You Know?!

The Employee Services portal offers one stop for all things employee-related, including who to contact, EAP overview, dress code policy, FAQs and more. Access these tools, resources and support right at your fingertips by clicking here.

- **Funex perks:** Get the most out of your employee benefits with Funex, where you can enjoy discounts on movie tickets, hotels, car rentals and more. Check it out here.
- **Employee Assistance Program (EAP) offered through New York Life Group Benefits:** Support yourself and your family's well-being through our EAP, available at no cost to employees. This program offers confidential support, resources and information to help you navigate through life's challenges.

Benefits of our EAP include:

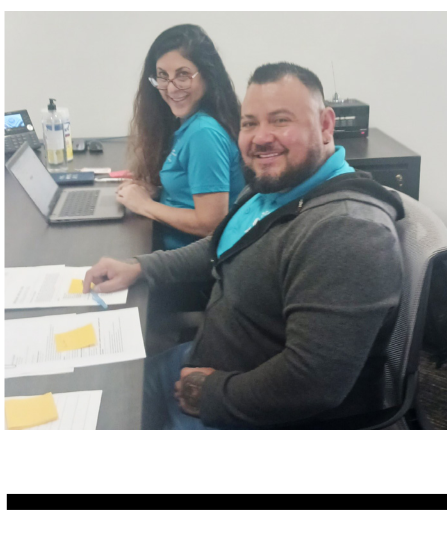
- **Counseling services:** You and your family can access up to three counseling sessions per issue, per year, helping you address personal and professional challenges confidentially.
- **Legal, financial and work-life balance support:** Expert help is available to you for legal issues, financial planning and maintaining a healthy work-life balance.
- **Certified coaching:** Connect with certified coaches who can address common workplace issues such as burnout, stress management and time management. You are entitled to five telephone sessions per year.
- **Family care services:** Our specialists provide tailored research, educational materials and prescreened referrals for a range of family needs including childcare, adoption, elder care, educational consulting and pet care.

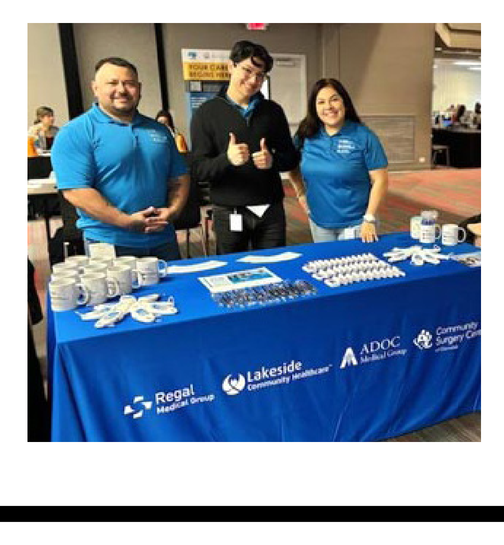
Contacting our EAP: For support around the clock, contact our Employee Assistance and Wellness Support team:

- Phone: **(800) 344-9752**
- Website: guidanceresources.com

» Recruitment Rundown

- Check out some highlights of Employee Services' job fairs, hosted by our great recruitment team!

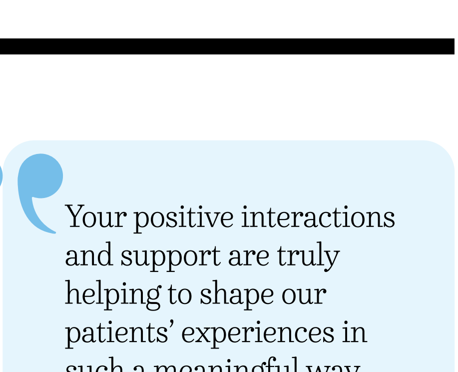




- **Employee Referral Program**
  Empower your network and our team! Refer a candidate who embodies our values and drive for excellence, and earn a bonus just for referring. To learn how to improve our organization, see our Employee Referral Policy.
- **Employee job bid**
  Boost your career growth through our **job bid** program. This initiative supports internal promotion and career development, allowing you to apply for new positions within our diverse family of organizations. Discover how you can grow with us by checking out the Job Bid Policy.

» Welcome, Summer Interns!

This June we're welcoming a crew of summer interns. They'll be soaking up knowledge and asking great questions, and maybe even teaching us a thing or two. So if you spot some fresh faces around the office, say 'hey' and help them around. Let's make their summer one to remember!



» Voices of Care

The reviews are in! And it's clear we have a team of amazing member liaisons. The amount of positive feedback we receive online is overwhelming and shows how much of a difference they make in our members' lives. Check out just a few of these many wonderful examples:

- **Daniel provides impactful support and persistence**
  "Thank you for the help provided several weeks ago in getting a referral for mental health. I've had a few sessions now and think I've finally found a good fit I can really talk to and trust. I had given up, but help was provided, and it meant a lot."
- **Dorena goes above & beyond for patients from day 0**
  Dorena helped the patient with a PCP change before his first appointment, providing reassurance and serving as a point of contact throughout the transition. His experience went from frustration to gratitude, thanks to her exceptional support.
- **Karla offers support and builds trust with our members**
  "Karla is an angel. She goes above and beyond. I've never received help from anyone else at the doctor's office. Having her has made a significant change in the way I view Lakeside."
- **Veronica forges trust and strong connections**
  After the patient fell in the office, Veronica provided immediate assistance, including enrollment in Meals on Wheels. Her follow-ups and personal connections made a lasting impact. The patient now reaches out to Veronica directly for help.
- **Kristin creates lasting relationships with new members**
  Kristin met a family of five at a marketing school event. They had recently moved to the area and needed new providers. Kristin enrolled them in the West Covina office, and they were so pleased with the outcome and they've since built a strong bond with Kristin.

> *Your positive interactions and support are truly helping to shape our patients' experiences in such a meaningful way. Keep up the amazing work, and let's continue to make a difference, one patient at a time!*
>
> ~ *Sandra Marquez, BSHA Manager Department of Patient Experience Lakeside Community Healthcare*

» Not all heroes wear capes

Happy Doctors' Day to the superheroes in white lab coats! Your healing powers inspire us. While National Doctors' Day was March 30, we thank you every day for making the community a healthier place for everybody.

Happy Doctor's Day to some of our incredible healthcare team: Josh Baek, DO; Huy Nguyen, DO; Edmund Pascual, M.D.; Beata Wicherski, M.D.; Ruth Karunananthan, M.D.; Terry Shiao, DPM

» Safety Corner

General safety reminders:

- Door badges must be worn at all times and displayed where they can be seen—no piggy-backing into suites and offices. ONE PERSON = ONE ENTRY ... Don't let anyone else in! If needed, fall back on company policy: "I'm sorry, I cannot let you in. It's company policy for everyone to use their own keycard or check-in."

Parking lot rules:

- Obey all stop signs and speed limit postings.
- Reduce your speed to 5 miles per hour while in the parking lots and driveways.
- For pedestrians, make sure you stay alert when walking through the parking lot. Walking through the lot with your head down while texting can cause accidents.

Phone numbers/emails:

- Employee Emergency Infoline: **(888) 902-9394**
- Confidentially report fraud, waste, abuse, and privacy or compliance issues:
- **Hotline: (844) 752-3921**
- **Email:** hotline@regalmed.com
- **Facilities:** facilitiesdept@regalmed.com

We would like to remind you that if you see something, say something.

Be aware of your surroundings. Notify building security of any safety hazards outside: slipping/tripping, unidentified people walking the halls or around the building/in the parking lot.

- Emergency, call 911.
- If not an emergency, inform your manager of anything unusual.
- Campus safety concerns, call security directly:
  - Northridge: (818) 262-7036
  - Orange: (714) 640-9943
  - San Bernardino: (909) 772-9817
  - West Covina (Badillo): (626) 974-0440, ext. 113025
  - West Covina (Barranca): (818) 897-5965

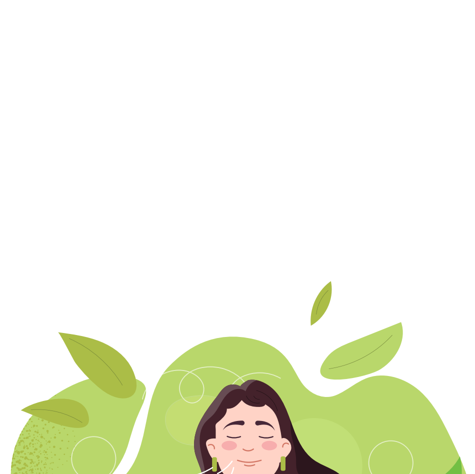
If your badge is lost, damaged or not working, please contact IT for a replacement at (818) 357-5047.

» Diversity, Equity and Inclusion

In this space, we celebrate the rich tapestry of backgrounds, perspectives and experiences that make our company uniquely vibrant. Together, we strive to create a workplace where everyone feels valued and heard, and empowered to thrive.

Upcoming observed holidays, cultural and appreciation days:

- Asian/Native Hawaiian/Pacific Islander Heritage Month – May
- Jewish American Heritage Month – May
- Mental Health Awareness Month – May
- National Nurses Week – May 6th-12th
- World Facilities Management Day – May 14th
- National Medical Coder Day – May 23rd
- Memorial Day – Holiday Observed – May 26th



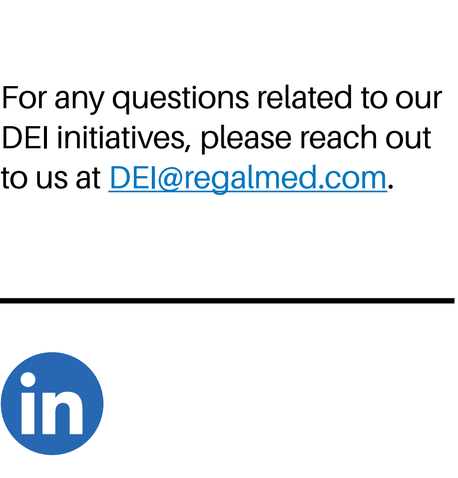
» May is Mental Health Awareness Month

Caring for your mind is as important as caring for your body. Each needs the other. Taking a walk and talking it out, or simply taking a deep breath can make all the difference. Let's make mental wellness a part of everyday life and prioritize what matters most: YOU!

No matter what's going on in your life, GuidanceResources® is here to help. This company-sponsored (EAP) service is available to you and your dependents, at no cost, to provide confidential support and resources to get you through life's challenges.

Experienced clinicians are available to listen to your personal problems and daily challenges impacting work, health and family. They will get you the help you need by referring you to a local provider for counseling or to resources in your community.

Call **(800) 311-4327**, 24 hours a day, 7 days a week. *TDD call (800) 697-0353*. You also can visit guidanceresources.com (Web ID: GEN311).



For any questions related to our DEI initiatives, please reach out to us at DEI@regalmed.com.

Spread the good vibes! Follow us on social media:
Facebook: https://www.facebook.com/RegalMedicalGroup
Instagram: https://www.instagram.com/RegalMedicalGroup/
LinkedIn: https://www.linkedin.com/company/regal-medical-group

Employee Services

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