



**PEOPLE
PURPOSE
PASSION**



First Priority
mobile healthcare

BREAKING

THE MOLD

First Priority Mobile Healthcare's headquarters is strategically located to serve the Midlands of South Carolina. First Priority has five sub stations that serve the Midlands of South Carolina. Our HQ is located at 1831 Airport Boulevard, Cayce, South Carolina 29033.

We have been in business since 2012 and employ over 150 team members.

First Priority provides a variety of specialized services that include but are not limited to: First Priority has built an ALS transport service that places employees, facilities, staff and patients first. Communication is First Priority's key to providing service to you with a personal touch. We promote open communication within our agency, amongst management and staff. Our leadership team visits facilities on a regular basis to make sure our staff is performing efficiently and to ask "What can we do better?"

First Priority uses state-of-the-art equipment such as Zoll EKG Monitors, Zoll Ventilators, Striker Power Lift Stretchers and Stair Chairs. Our progressive standing orders allow for our Paramedics and EMTs to perform all skills within their scope of practice autonomously.

In 2020, First Priority created a comprehensive process for ventilator transports/training competency, that was adopted as a guideline for the state DHEC regulations.



ADVANCED LIFE SUPPORT SERVICES

- Critical Care Quick Response Vehicles
- ⬡ Critical Care Transport
- ⬡ Emergent Transport
- ⬡ Inter-facility Transfers
- ⬡ Ventilator Transfers
- ⬡ Advanced Airway Management
- ⬡ CPAP and BiPAP
- ⬡ Special Event Medical Coverage

BASIC LIFE SUPPORT SERVICES

- ⬡ Non-Emergent Medical Transport
- ⬡ Hospital Discharges
- ⬡ Dialysis Transports

SPECIALTY SERVICES

- ⬡ Wheelchair
- ⬡ Ambulette
- ⬡ Behavioral Health Transport
- ⬡ Community Paramedicine

ADDITIONAL OFFERINGS

- ⬡ Billing Services
- ⬡ Educational Services



MISSION

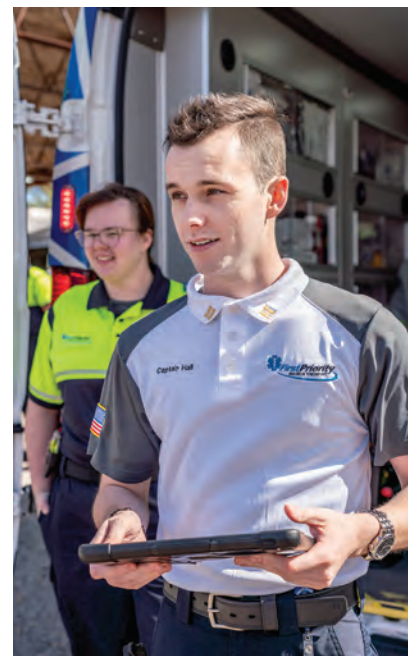
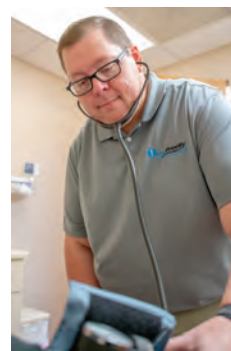
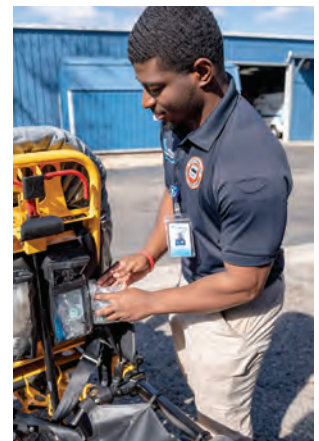
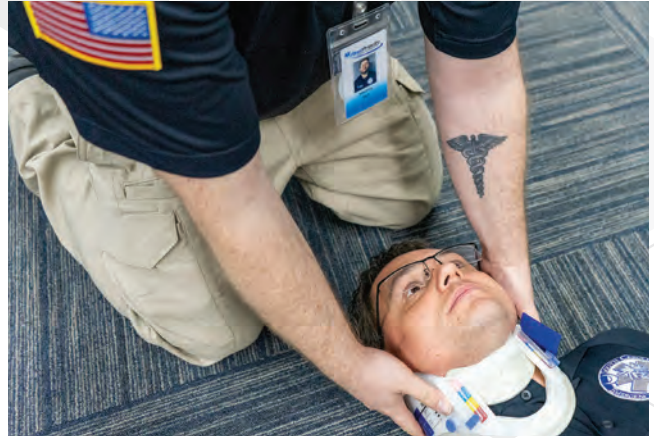
OUR PRIORITY

We recognize the value of every person and are guided by our professionalism, customer service, patient care, and leadership.

We demonstrate this by providing the most responsive medical transportation services for hospitals, skilled nursing centers, and other medical facilities within the company's operating area.

We strive to provide transportation services in a fiscally responsible manner which contributes to the physical and emotional care of our patients and their family.

We pride ourselves on building a work environment where each individual is respected, valued, and has the opportunity for professional and personal growth while demonstrating social responsibility through the just use of resources.





CORE VALUES

INTEGRITY

Doing the right thing, even when no one is looking.

RESPECT

Treating others as you would want to be treated.

COMPASSION

Easing suffering and pain of others.

SERVICE

Serving others selflessly.

OWNERSHIP

Embracing responsibility and accountability.

POSITIVITY

Knowing negatives tear down, and positives build up.

LEADERSHIP

Making the tough decisions fearlessly and boldly.

HUMILITY

Having pride in work without arrogance.

TEAMWORK

Knowing that teamwork makes the dream work.

TENACITY

Possessing the determination to never, ever give up.



PEOPLE • PASSION • PURPOSE

STATIONS

STRATEGIC DEPLOYMENT



PERSONNEL

THE LEADERSHIP & STAFF

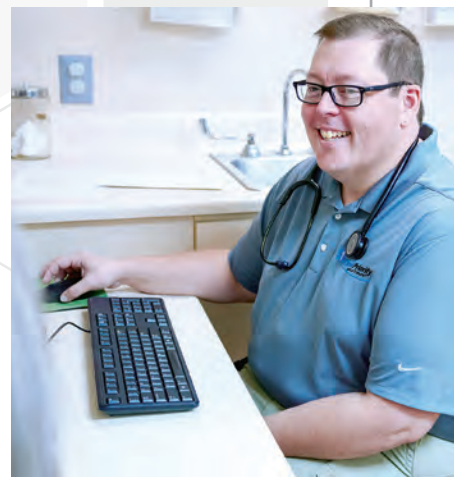
At First Priority Medical Transport we recognize the value of every person and are guided by our professionalism, customer service, patient care, and leadership. We demonstrate this by providing the most responsive medical transportation services for hospitals, skilled nursing centers, and other medical facilities within the company's operating area. We strive to provide transportation services in a fiscally responsible manner which contributes to the physical and emotional care of our patients and their family. In addition, we pride ourselves on building a work environment where each individual is respected, valued, and has the opportunity for professional and personal growth while demonstrating social responsibility through the just use of resources.

STAFFING INFORMATION

We operate 24/7, 365 days a year. We currently staff 17 ambulances per day, five Critical Care Quick Response Vehicles, five Wheelchair Vans, two Ambulatory Transport Vehicles. Operations continue as normal on weekends, holidays and during all weather conditions. We make appropriate adjustments and accommodations for the safety of our patients and crews. We have a robust roster containing full-time and part-time employees. We employ Paramedics, EMTs, and Certified Emergency Vehicle Operators.

HIRING PROCESS / INITIAL TRAINING

First Priority has a comprehensive hiring, screening and training process. The applicant must complete a drug screen, SLED background check, 10-year driving record, and a health screening. Random drug tests are completed on 20% of staff annually. Every new employee is then required to complete a safety certification drivers course from the National Safety Council to become a Certified Emergency Vehicle Operator II. BLS, Blood Borne Pathogens, and HIPAA certifications are obtained prior to training on an ambulance.



PERSONNEL

THE LEADERSHIP & STAFF *continued...*

The new crew member will spend the next 3-5 shifts training on an ambulance with a Field Training Officer as a third person. When cleared, they will train for an additional 3 weeks with a Field Training Officer before working with other crew members. Our supervisors participate in many leadership courses and trainings such as Dave Ramsey's Entre-Leadership to continually refine their management skills.

All First Priority employees participate in a weekly interactive email response form where they can communicate ideas, concerns and suggestions back to the management team. This allows the management team to keep a finger on the "pulse" of the company through our detailed hiring and initial training process to our extensive ongoing education program. First Priority has the most capable, professional, customer service minded, healthcare workers in the business.



KEY PERSONNEL

Leadership- Strong leadership is knowing how to lead our team into uncharted territory while maintaining a professional, positive attitude. Our leadership team consists of our CEO, Chris Holden, COO, Michael Hall, our Operations Director, Jason Fite, Our academy Director David Murphy and Our Billing Director, Zachariah Dycus, Administration Director Brenda Bush, Marketing Director Sarah Holden.



BILLING

WITH FIRST PRIORITY

In house billing allows First Priority to accurately and efficiently handle all of our billing needs. Our billing facility utilizes state-of-the-art Zoll billing software.

This cutting-edge software allows us to query insurance payers and coverage in real-time, thus reducing the financial responsibility of the facility.

Our billing department has a combined experience of over 40 years of medical billing and coding.

Zach Dycus, our Director of Billing, heads an incredible team of professionals who are certified nationally as ambulance coders and ambulance documentation specialists.

"First Priority Billing Solutions isn't just about numbers; it's about nurturing a community's well-being. Through our companies commitment to compassionate patient care, selfless service, integrity, and leadership, we're not just billing for ambulance services; we're shaping a narrative of what true dedication to our local population looks like. Our mission is to redefine the standard of private service billing, one dignified interaction at a time." said Dycus. We're eager to welcome new EMS services



"...We're not just billing for ambulance services; we're shaping a narrative of what true dedication to our local population looks like..."

~ Zach Dycus, Director of Billing



BILLING

WITH FIRST PRIORITY *continued...*

into our family. We understand that transitioning billing services can be daunting, which is why we offer comprehensive support throughout the onboarding process.

From navigating the intricacies of insurance claims to diligently chasing secondary payers, our team is committed to maximizing your revenue stream.

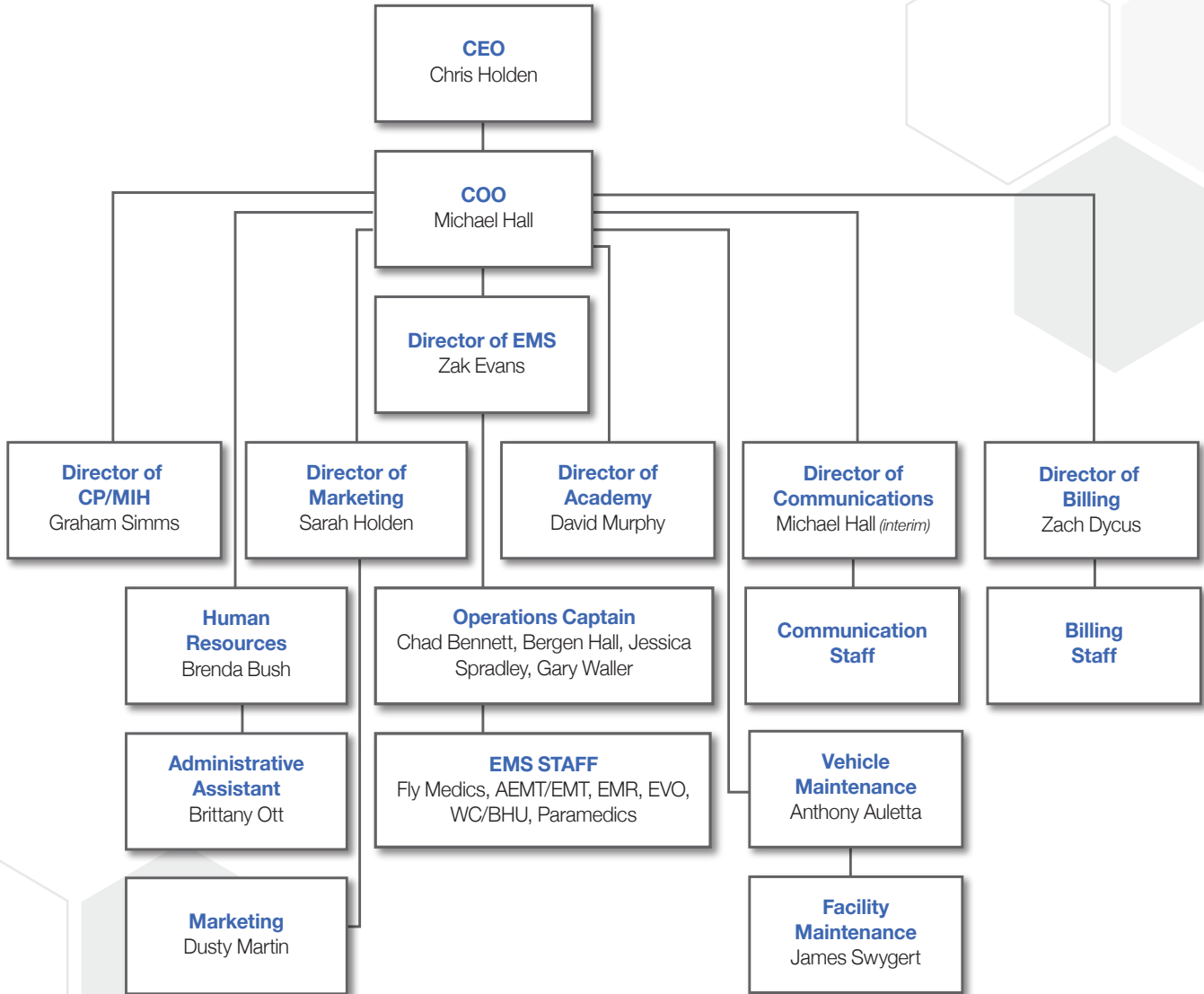
We apply our top-notch customer service skills not only in our interactions with clients but also with patients, payers, and facilities, fostering strong relationships built on trust and respect.

With First Priority Billing Solutions, you can trust that your billing needs are in capable hands, allowing you to focus on what matters most – providing exceptional care to your community.



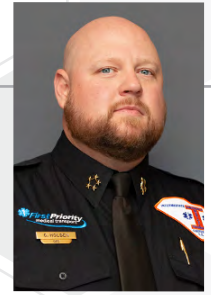
STRUCTURE

2024 ORGANIZATIONAL CHART



CHRISTOPHER L. HOLDEN

CEO of First Priority Mobile Healthcare



864-616-8288

ChristopherHolden@firstpriorityems.com

SKILLS & ABILITIES

- Nationally Registered Paramedic
- Team Building
- Coaching and Leadership
- Ability to Navigate Challenging Situations
- Situational Awareness
- Critical Thinking and Problem Solving
- Good Communication and Interpersonal Skills
- Excellent Customer Service

EXPERIENCE

CEO, FIRST PRIORITY MEDICAL TRANSPORT

2012 - Current

Responsible for day-to-day leadership of a growing private ambulance service. Working in conjunction with EMTs and drivers to improve standards. Exploring the world of private ambulance services to find what works and improve what doesn't. Develop new customer service models to make life easier for patients and their families. Began as one-man, one-vehicle operation, and now having more than 150 employees and over 40 vehicles with 40,000 calls per year.

EMERGENCY MEDICAL TECHNICIAN, RICHLAND COUNTY EMS

2002 - 2012

Performed duties within my scope of practice, patient assessment, recording vitals, assisting paramedics, and quick decision making. Communicating with hospital staff to help make the best patient care choices. Performed duties as a field training officer during this tenure. In this roll, I helped introduce new employees to our culture of excellent patient care and customer service.

APPRENTICE, GREENVILLE COUNTY EMS

1999 - 2000

Apprenticeship as a high school trainee.

EDUCATION & ACCOMPLISHMENTS

University of South Carolina, Columbia, SC

Bachelor of Science in Biology, 2005 - 2008

Midlands Technical College, Columbia, SC

Certification in Associate of Science, 2002 - 2004

Carolina Medical Academy, Columbia, SC

1996 - 2000

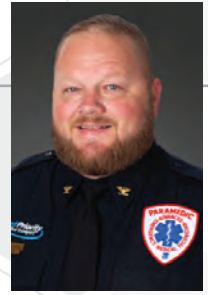
"Magnet" high school focused on early entry to medical careers

Received dual credit from Greenville Technical College

Certification for EMT-1

MICHAEL W. HALL, BS, NRP

COO of First Priority Mobile Healthcare



803-231-9229

MichaelHall@firstpriorityems.com

SKILLS & CERTIFICATIONS

Nationally Registered Paramedic
Certified Hazardous Materials Technician
Certified High Angle Rope Rescue Technician
South Carolina DOT Certified Instructor
Certified Infection Control Officer
Certified South Carolina EMS Training Officer
Director of Lexington County Leadership Academy
AHA, Advanced Cardiac Life Support Training Center Coordinator
AHA, Pediatric Advanced Life Support Training Center Coordinator
AHA, Basic Life Support Training Center Coordinator
NAEMT Advanced Medical Life Support Regional Facility
NAEMT Pre-Hospital Trauma Life Support Regional Facility
Nationally Certified Ambulance Coder
Nationally Certified Ambulance Documentation Specialist

EXPERIENCE

DIRECTOR, FIRST PRIORITY MEDICAL TRANSPORT

September 2018 - Current

Manage all aspects of company operations to include budgets, purchasing, fleet, communications, logistics, information technology, policy implementation and enforcement, planning, and operations with direct supervision of nine department managers.

TRAINING OFFICER, FIRST PRIORITY MEDICAL TRANSPORT

October 2017 - September 2018

Manage all aspects of the state sanctioned Continuing Education Program for a private medical transport company. Provide quality assurance clinical care on ALS and BLS ambulances primarily providing interfacility transports of the acutely ill.

CHIEF OF PROFESSIONAL STANDARDS, LEXINGTON COUNTY EMERGENCY MEDICAL SERVICE

September 2011 - October 2017

Manage all aspects of education and regulatory compliance for 164 EMS personnel as well as 200 fire service first responders. Plan, schedule, and budget for all required curriculum and training to maintain State and National Registry requirements for personnel. Manage compliance with state EMS regulations as well as OSHA and CDC infectious disease policies. Maintain medical orders to ensure compliance with current best practice. Oversee all quality assurance and quality improvement programs. Manage all aspects of the organization in the absence of the Chief. This includes oversight of daily operations of 18, 911 ambulances, logistics, public information, and administration. I also assisted with the planning long term growth and budgeting for the entire EMS division.

(continued)

MICHAEL W. HALL, BS, NRP

COO of First Priority Mobile Healthcare



803-231-9229

MichaelHall@firstpriorityems.com

EDUCATION & ACCOMPLISHMENTS

Walden University, Minneapolis, MN
Bachelor of Science in Business Administration, Summa Cum Laude,
2011-2014

Midlands EMS Training Institute, West Columbia, SC
Paramedic Certificate Program, 2001-2002
South Carolina Paramedic Program, 2001-2002
Completed the program with Academic Honors

South Carolina EMS Association
2024 President-Elect

South Carolina
2023 EMS Director of the Year

South Carolina EMS Association
2022-2024 Board Member

Warren D. McBride Award Winner
2016

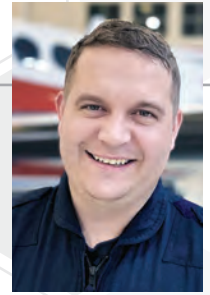
The Warren D. McBride Award is presented annually to one individual in the state of South Carolina. The award is in recognition of the "Individual who has demonstrated outstanding contribution to the improvement of EMS through a continuing long-term commitment to the citizens of South Carolina."

Mission Lifeline STEMI Gold Accreditation
2014, 2015, 2016, 2017

The Mission Lifeline STEMI Accreditation is awarded to EMS services for exemplary cardiac care processes that improve outcomes for heart attack patients.

ZAK EVANS

Director of EMS



803-271-5070

ZakEvans@firstpriorityems.com

SKILLS & CERTIFICATIONS

University of Florida, Accredited Critical Care Paramedic
IBSC Flight Paramedic
NREMT Paramedic
AHA Neonatal Resuscitation Program (NRP)
AHA Pediatric Advanced Life Support (PALS)
Advanced Cardiac Life Support (ACLS)
Transport Professionals Advance Trauma Class (TPATC)
AHA Medical Providers AED, CPR, First Aid
Pediatric Abusive Head Trauma Training (PAHT)
Kentucky Pre-Hospital Determination of Death
National Incident Command System Course 100, 200, 700, 800
Battlelle Toxic Chemical Training For Medical Support
IFSAC/Pro-Board Hazmat Technician
IFSAC/Pro-Board Hazmat Firefighter I
IFSAC/Pro-Board Hazmat Firefighter II
South Carolina Paramedic License (active)
Georgia Paramedic License (active)
Florida Paramedic License (active)
Alaska Paramedic License (active)

EXPERIENCE

FIRST PRIORITY MOBILE HEALTHCARE

April 2024 - Current

Responded to emergency calls for service and provided advanced life support. Supervised BLS personnel and maintained a DHEC approved ambulance in compliance with regulation. Responsible for implementing training programs, managing supplies and logistics, and the acquisition/transition of new cardiac monitors, charting software, and portable ultrasound devices.

MEDTRUST AMBULANCE COMPANY, ORANGEBURG, SC

September 2023 - April 2024

Responsible for day-to-day operations, including facilitation of internal communications between field staff and management, outside agency interfae, meeting the objectives of contractual agreements, equipment, and supply maintenance.

CRITICAL CARE FLIGHT PARAMEDIC, GUARDIAN FLIGHT ALASKA- KOTZEBUE, ALASKA

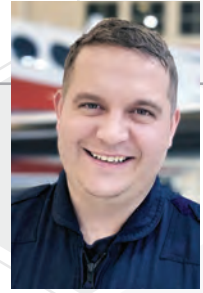
September 2022 - September 2023

Promote team effort when working with dispatch center, external public safety agencies and health care providers. Demonstrate high standards of performance, including teamwork, communication and compassion. Keep vehicles ready for emergencies by cleaning them and keeping medical

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ZAK EVANS

Director of EMS



803-363-6783

ZakEvans@firstpriorityems.com

EXPERIENCE (continued)

supplies stocked. Strictly protect the confidentiality of all information related to patient care activities and EMS operations. Interpret limited histories and use physical examinations to identify potential underlying critical issues. Assess patient condition through physical and verbal exams; collection of information from others at the scene.

FIREFIGHTER/FLIGHTPARAMEDIC/FTO, COLLETON COUNTY FIRE RESCUE, WALTERBORO, SOUTH CAROLINA

November 2020 - Current

Promote team effort when working with dispatch center, external public safety agencies and health care providers. Demonstrate high standards of performance, including teamwork, communication and compassion. Keep vehicles ready for emergencies by cleaning them and keeping medical supplies stocked. Strictly protect the confidentiality of all information related to patient care activities and EMS operations. Interpret limited histories and use physical examinations to identify potential underlying critical issues. Assess patient condition through physical and verbal exams and collection of information from others at the scene. Respond to dispatched emergency assignments quickly and safely. Perform basic and advanced patient assessments. Provide fire suppression and rescue support.

FIREFIGHTER/PARAMEDIC/FTO, HORRY COUNTY FIRE RESCUE, CONWAY, SOUTH CAROLINA

June 2018 - November 2020

Promote team effort when working with dispatch center, external public safety agencies and health care providers. Demonstrate high standards of performance, including teamwork, communication and compassion. Keep vehicles ready for emergencies by cleaning them and keeping medical supplies stocked. Strictly protect the confidentiality of all information related to patient care activities and EMS operations. Interpret limited histories and use physical examinations to identify potential underlying critical issues. Assess patient condition through physical and verbal exams and collection of information from others at the scene. Respond to dispatched emergency assignments quickly and safely. Perform basic and advanced patient assessments. Provide fire suppression and rescue support.

SURGERY TECHNICIAN, COMMONWEALTH EYE SURGERY, LEXINGTON, KENTUCKY

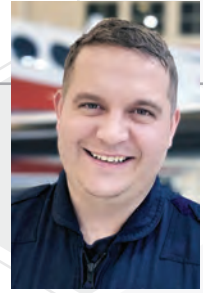
November 2016 - June 2018

Makes sure all supplies and equipment needed for surgical procedure are present and in working order. Sets up a sterile field and operating room table with the proper instruments, equipment, supplies and any medication or solutions needed for the surgical procedure. Assists in draping the sterile field. Helps surgeon and assistants with their gowns and gloves to maintain sterile environment. Maintains the strictest standards of sterile technique during surgery. Passes instruments, supplies and equipment to the surgeon. Prepares and handles sterile dressings. Performs counts with the circulating surgical technologist before the start of surgery and prior to the incision. Prepares and cleans all instruments for sterilization. Assists other team members with terminal cleaning of the operating room and preps for next patient. Demonstrate high standards of performance, including teamwork, communication and compassion. Strictly protect the confidentiality of all information related to patient. Performs basic and advanced patient assessments.

(continued)

ZAK EVANS

Director of EMS



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ZakEvans@firstpriorityems.com

EXPERIENCE (continued)

EMERGENCY MEDICAL TECHNICIAN/PARAMEDIC, JESSAMINE COUNTY EMERGENCY MEDICAL SERVICE, NICHOLASVILLE, KENTUCKY

June 2017 - June 2018

Promote team effort when working with dispatch center, external public safety agencies and health care providers. Demonstrate high standards of performance, including teamwork, communication and compassion. Keep vehicles ready for emergencies by cleaning them and keeping medical supplies stocked. Strictly protect the confidentiality of all information related to patient care activities and EMS operations. Interpret limited histories and use physical examinations to identify potential underlying critical issues.

EMERGENCY MEDICAL TECHNICIAN/PARAMEDIC, ESTILL COUNTY EMERGENCY MEDICAL SERVICE - IRVINE, KENTUCKY

June 2015 - June 2018

Promote team effort when working with dispatch center, external public safety agencies and health care providers. Demonstrate high standards of performance, including teamwork, communication and compassion. Keep vehicles ready for emergencies by cleaning them and keeping medical supplies stocked. Strictly protect the confidentiality of all information related to patient care activities and EMS operations. Interpret limited histories and use physical examinations to identify potential underlying critical issues. Assess patient condition through physical and verbal exams and collection of information from others at the scene. Performed basic and advanced patient assessments.

LIEUTENANT OF OPERATIONS, WHITE HALL FIRE VOLUNTEER DEPARTMENT, RICHMOND, KENTUCKY

January 2015 - June 2018

Provide emergency care for sick and injured persons. Coordinate and delegate on-scene activities. Drill and train weekly in new firefighting techniques and practices. Train and lead a platoon of five firefighters. Responsible for routine fire apparatus and maintenance. Followed National Fire Protection Association approved codes. Attended bi-weekly officer meetings conducting business for the department.

EMERGENCY ROOM TECHNICIAN, KENTUCKY ONE HEALTH - LEXINGTON, KENTUCKY

January 2016 - June 2016

Assessed patient condition through physical and verbal exams by performing vitals and listening to complaints. Provided support for hospital by assisting nurses and moving inpatients of the floor. Demonstrated high standards of performance, including teamwork, communication, and compassion. Practiced confidentiality of all information related to patient care activities through Health Insurance Portability and Accountability Act

EDUCATION

University of Florida

Critical Care Paramedicine

Emergency Medical Training Professionals

Paramedic

Eastern Kentucky University

Emergency Medicine Technician

ZACH DYCUS

Director of Billing



803-638-0448

ZachDycus@firstpriorityems.com

SKILLS & CERTIFICATIONS

Nationally Registered Emergency Medical Technician
Proficient in basic networking
Microsoft office 360 administrator
Logistics and scheduling expert
Problem solving and solution implementation
Nationally Certified Ambulance Coder
Nationally Certified Ambulance Documentation Specialist

EXPERIENCE

LEAD BILLING ANALYST

January 2023 - Current

Oversees all billing procedures and identifying opportunities for improvement.
Verifying with other departments that orders have been fulfilled.
Preparing, issuing, and sending invoices.
Reviewing invoices to ensure billing accuracy.
Reviewing sales sheets to ensure the billing of all sales.
Reconciling invoices with balance sheet reports and resolving any discrepancies.
Communicating with clients and other departments, resolving issues, and providing clarifications.
Ensuring clients' billing accounts are set up correctly and according to their requirements.
Maintaining updated records of accounts receivable.
Preparing reports and meeting billing deadlines.

DIRECTOR OF INFORMATION TECHNOLOGY, FIRST PRIORITY MEDICAL TRANSPORT

January 2016 - January 2019

Responsible for operations, logistics, dispatch, scheduling, IT, process improvement, disciplinary action, team acquisitions and departures.

COMMUNICATIONS DIRECTOR, FIRST PRIORITY MEDICAL TRANSPORT

January 2019 - November 2019

Responsible for all dispatching and logistics. Customer service, scheduling, and process improvement.

CHIEF OPERATIONS OFFICER, FIRST PRIORITY MEDICAL TRANSPORT

January 2016 - January 2019

Responsible for operations, logistics, dispatch, scheduling, IT, process improvement, disciplinary action, team acquisitions and departures

EMERGENCY MEDICAL TECHNICIAN, FIRST PRIORITY MEDICAL TRANSPORT

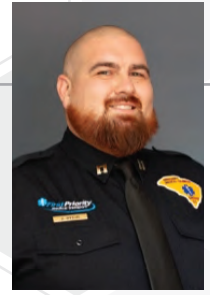
March 2014 - January 2016

Performed duties within my scope of practice, patient assessment, recording vitals, assisting paramedics, and quick decision making. Communicating with hospital staff to help make the best patient care choices. Performed duties as a field training officer during this tenure. In this roll I helped introduce new employees to out culture of excellent patient care and customer service.

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ZACH DYCUS

Director of Billing



803-638-0448

ZachDycus@firstpriorityems.com

EDUCATION & ACCOMPLISHMENTS

Midlands Technical College, West Columbia, SC
National Registry Emergency Medical Technician Course, 2010

Trident Technical College, North Charleston, SC
Attended course related to HVAC

Grace Family Christian Academy, Ladson, SC
High School diploma

Leadership Lexington County Alumni

Gained insight into many different professional fields as well as local county government. Contributed to service projects to make our community a better place to live.

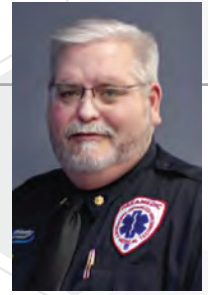
Implemented NEMESIS V3 Data Change Over

Worked closely with our patient care reporting software developer's company to achieve V3 data implementation for National Emergency Medical Services Information Systems (NEMESIS).

Helped Procure and Execute Contracts for Providence Health, Kershaw Health and Lexington Medical.

DAVID M. MURPHY, NPR, CP

Director of Education & Compliance



803-271-5070

DavidMurphy@firstpriorityems.com

SKILLS & CERTIFICATIONS

Haz-Mat Technician Levels I, II, and III
Extrication Technician Levels: Heavy, School Bus, Trench
Confined Space Rescue Technician
Hi & Low Angle Ropes Technician
Swift Water Rescue Technician
SC Interior Structural Firefighter
Certified Rescue SCUBA Diver
NREMT Paramedic #M5023060 EXP 03/31/2025
SC Paramedic #SC007258 EXP 01/15/2027
ACLS Instructor/Faculty Pee Dee #568972 EXP 11/31/2024
BLS Instructor/Faculty Pee Dee #568972 EXP 11/31/2024
PALS Instructor/Faculty Pee Dee #568972 EXP 11/31/2024
PHTLS Instructor #568972 EXP 08/26/2023
AMLS Instructor #568972 EXP 10/19/2024
SC EMT Instructor #SC007258 Upgraded
SC Paramedic Instructor #SC007258 EXP 01/27/2027

EXPERIENCE

FIRST PRIORITY ACADEMY

2021 - Current

Appointed as Director for First Priority Medical Transport's 501(c)(3), not-for-profit charitable education division. Developed an NREMT-approved EMR program where our employees are better prepared and encouraged to advance their education to the EMT level. Responsible for all Education, Certification, Competency, and Regulatory requirements Completed five initial EMT Basic classes, both traditional and hybrid.

MIDLANDS TECHNICAL COLLEGE

2021 - Current

The classes I have taught have been affiliated with Midlands Technical College's Emergency Medical Services Programs. I have led five EMT classes and Adjunct with two Paramedic cohorts.

FIRST PRIORITY MEDICAL TRANSPORT

2015 - 2021

An early hire, for a young and newly growing company, functioned as a Paramedic Crew Chief aboard an Advanced Life support ambulance. With high standards of professionalism, providing advanced and critical care to patients within various call types. Grew into a long-distance call specialist for a company I have become deeply invested in. Assisted in computer IT and helped to improve electronic patient care reporting with third-party vendors. Developed an extensive ventilator training program for new employees. Supervised one other employee daily. Served in a limited training role.

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DAVID M. MURPHY, NPR, CP

Director of Education & Compliance



803-271-5070

DavidMurphy@firstpriorityems.com

EXPERIENCE (continued)

EMT-PARAMEDIC SHIFT LIEUTENANT, NEWBERRY COUNTY EMS

2004 - 2012

Paramedic Crew Chief of a 911 ambulance. Fulfilled the role of the shift supervisor, leading a team of 25 with daily operations. Provided high-quality advanced care to patients in a mostly rural area.

EMT-PARAMEDIC SHIFT LEADER, FAIRFIELD EMS

2001 - 2004

Paramedic Crew Chief of a 911 ambulance.

Fulfilled the role of the shift supervisor, leading a team of 25 with daily operations. Provided high-quality advanced care to patients in a mostly rural area.

EMT-PARAMEDIC SUPERVISOR, RURAL METRO EMS

1999 - 2001

Recruited to manage a team of 30 employees. Supervised a private ambulance company servicing NC, SC, and GA. Provided high-quality advanced care to patients transported over long distances.

Produced reports and ensured daily employee cost accounting measures.

EMT-PARAMEDIC, LEXINGTON COUNTY EMS

1997 - 1999

Paramedic Crew Chief of a 911 ambulance, Provided high-quality advanced care to patients in a mostly rural area. Supervised one other employee daily.

EMT-PARAMEDIC, RICHLAND COUNTY EMS

1992 - 1997

EMT/Promoted to Paramedic Crew Chief of a 911 ambulance. Supervised one other employee daily.

Provided high-quality advanced care to patients in high-volume urban service.

EDUCATION & ACCOMPLISHMENTS

PIEDMONT TECHNICAL COLLEGE/MIDLANDS REGIONAL EMS

1994 - 1995

Advanced Emergency Medical Technician Paramedic National & SC Certified

YORK TECHNICAL COLLEGE

Emergency Medical Technician Basic Certified SC, 1991

General Studies, including Computer Science, English, Biology. Related coursework: AC/DC Circuits, Basic Welding, Woodworking, 1989 - 1990

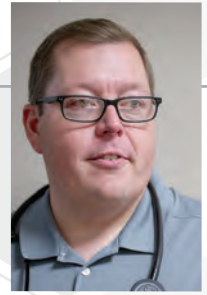
WINTHROP UNIVERSITY

1990 - 1991

General Studies, including Music Theory, Music Composition. Related coursework: Psychology, Sociology, History, Algebra, and Calculus

GRAHAM SIMMS

Director of Mobile Integrated Healthcare/CP



803-413-4776

GrahamSimms@FirstPriorityEMS.com

SKILLS & CERTIFICATIONS

Certified SHRM-CP HR Professional
Certified Office Administrative Specialist
Microsoft Office
Quickbooks
SC Notary Public
Highly Organized
People Oriented
Detail Oriented
Conscientious and Motivated

EXPERIENCE

DIRECTOR OF MOBILE INTEGRATED HEALTHCARE/CP, FIRST PRIORITY MEDICAL TRANSPORT

January 2024 - Present

Developed and implemented strategic plans to ensure organizational goals were met. Formulated long-term objectives while managing day-to-day operations. Directed all aspects of project management including planning, budgeting, sta ng, scheduling, monitoring, and reporting.

OPERATIONS LIEUTENANT, FIRST PRIORITY MEDICAL TRANSPORT

February 2022 - January 2024

Developed and implemented strategic plans to ensure organizational goals were met. Formulated long-term objectives while managing day-to-day operations. Directed all aspects of project management including planning, budgeting, sta ng, scheduling, monitoring, and reporting.

EMT/PARAMEDIC FIELD TRAINING OFFICER, FIRST PRIORITY MEDICAL TRANSPORT

September 2018 - February 2022

Exhibited strong leadership qualities by motivating others to reach their highest potentials. Assessed newly hired employee's performance in the field, providing timely feedback and guidance for improvement.

EMT, LIFELINE AMBULANCE

July 2012 - September 2018

My duties included public relations between the company and local clinics, nursing homes and patients, training new employees and working hand in hand with our billing department to ensure bility. Prepared monthly reports highlighting operational metrics such as response time, scene time, and unit hour utilization.

DISPATCH AND OPERATIONS, LIFELINE AMBULANCE

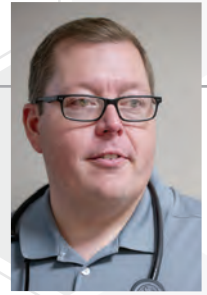
May 2015 - May 2017

Provided direction on sta ng needs based on projected call volumes and resource availability. Prepared monthly reports highlighting operational metrics such as response time, scene time, and unit hour utilization.

(continued)

GRAHAM SIMMS

Director of Mobile Integrated Healthcare/CP



803-413-4776

GrahamSimms@FirstPriorityEMS.com

EXPERIENCE (continued)

EMT SUPERVISOR, METRO ONE AMBULANCE

January 2010 - July 2012

My duties included public relations between the company and local dialysis clinics, nursing homes and patients, training new employees and working hand in hand with our billing department to ensure proper documentation of all transports.

EDUCATION

Lenoir Community College, Kinston, NC

January 2019 - January 2020

National Registry Paramedic

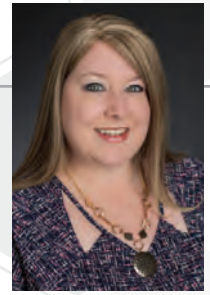
Central Carolina Community College, Sumter, SC

August 2002 - May 2004

Associates in Environmental Engineering

BRENDA BUSH

Director of HR



803-807-3751

BrendaBush@firstpriorityems.com

SKILLS & CERTIFICATIONS

Certified SHRM-CP HR Professional
Certified Office Administrative Specialist
Microsoft Office
Quickbooks
SC Notary Public
Highly Organized
People Oriented
Detail Oriented
Conscientious and Motivated

EXPERIENCE

OFFICE/ HR MANAGER, FIRST PRIORITY MEDICAL TRANSPORT

January 2014 - Current

Correspond with and negotiate contracts with company's vendors. Offer and Administer Benefits, Compensation, and Insurance plans to employees to include health, supplemental plans and 401K. Work with Carriers to negotiate new benefit plans and structures each year. Maintain and audit all professional insurance coverages for company to include General and Professional Liability and Workers Compensation. Provide accurate payroll processing and record keeping of PTO. Manage accounts payable. Maintain employee's personnel records. Daily audit of financial accounts to ensure accuracy in transactions. Enter transactions and reconcile all company accounts monthly. Manage current registrations for fleet of ambulances. Schedule and prepare for meetings and events. Maintain employee uniform inventory.

MEDICAL BILLING SPECIALIST, SANDHILLS PEDIATRICS

October 1990 – June 2010

Post all Insurance and Patient Payments using medical billing software. Answer patient inquiries on account status and establish payment plans on past due accounts. Follow up on unpaid claims with insurance companies and refile. Correct claims and refile if required. Prepare appeal letters to insurance carrier when not in agreement with claim denial and collect appropriate information to accompany appeals. Manage VAFAC immunization program.

EDUCATION

Midlands Technical College, West Columbia, SC

SHRM-CP, June 2017

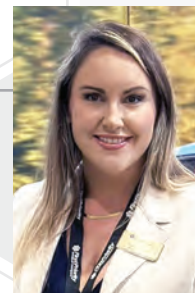
Office Administrative Specialist, April 2017

Airport High School, West Columbia, SC

August 1984 - May 1987

SARAH J. HOLDEN

Director of Marketing



803-554-3972

SarahHolden@firstpriorityems.com

SKILLS & ABILITIES

- Project Management
- Strategic Evaluation
- Procurement & Design
- Cost Optimization
- Data & Analytics
- Cross-Functional Leadership
- KPI Tracking & Performance
- Safety Documentation
- Critical Thinking
- Process Improvement
- Stakeholder Management
- Risk Mitigation

EXPERIENCE

DIRECTOR OF MARKETING, SENIOR PROJECT MANAGER, BUSINESS OPERATIONS, FIRST PRIORITY MEDICAL TRANSPORT

2019 - Present

Oversees project management responsibilities for an organization valued at \$10MM in annual revenue, deploying marketing project budgets of \$3MM, driving a \$2MM+ revenue increase year-over-year. Revamped the organization's marketing to sales funnel and saw end-to-end RFP management of market expansions, supporting the launching of new regional verticals which drove a \$3MM and \$2MM revenue expansion respectively. Managed a cross-functional team of 5 direct FTE project staff and 20 additional cross-functional team members, ensuring a team KPI achievement of 93% and a 100% retention rate (increasing retention by 25% over 3 years). Implemented a special project to improve onboarding and training across the org., reducing onboarding labor costs across 200+ employees by \$100,000/yr and secured outside grant funding of \$250k to create an EMT talent pipeline.

PROJECT MANAGER - ENGINEERING, SLEEP NUMBER CORP

2017 - 2019

Led 8-10 engineering projects focused on customer experience and process optimization per year (budgets of \$250k-\$1MM), leading teams of up to 36 staff, improving customer satisfaction on 4 product lines (1MM value) by 35% in 2 years. Implemented new capital assembly equipment projects in 3 locations across the United States, cutting the cost of home delivery assembly time by 60%—increasing client satisfaction and decreasing institutional labor by \$6MM/yr. Launched the organization's first major KPI management system for production staff across 3 facilities, identifying opportunities to reduce labor by up to 75% in some sectors (\$780,000/yr savings). Spearheaded vendor negotiation initiatives, developing international relationships and producing customized critical parts lists which reduced costs of expedited shipping and equipment downtime (\$175,000 savings). Coordinated site inspections, equipment delivery & installation.

(continued)

SARAH J. HOLDEN

Director of Marketing



803-554-3972

SarahHolden@firstpriorityems.com

EXPERIENCE (continued)

PROJECT MANAGER - PROCUREMENT, SCE & G.V.C. SUMMER STATION UNIT 1

2017 - 2019

Led procurement responsibilities for 15 product lines valued at 10MM, improving every procurement metric in double digits (stock out reduced 15%, material availability increased 15%, procurement costs reduced 12.5%). Launched the organization's first major vendor quality management system, creating supplier correct actions response (SCARs) which saved more than \$3MM/yr in reworks and overall cost. Rebuilt the organization's purchase request procedures from the ground up, emphasizing quality and cost factors – resulting in a 60% reduction in returns, saving more than \$1MM/yr in costs.

PROJECT PLANNER – QUALITY AND ELECTRICAL- PROCUREMENT, CHICAGO BRIDGE AND IRON

2014 - 2016

Streamlined workflows for quality and electric on construction projects valued at \$2 billion dollars a year, deploying efficiencies which resulted in a 20% improvement in planning document submission-to-approval timelines. Acted as the bridge between technical staff and outside vendors, overseeing strategic relationship management of more than 20 vendors while identifying opportunities to modify and improve contracts to drive a \$1.2MM cost reduction. Utilized skillset in Performance and Design Failure Mode and Effect Analysis (PFMEA, DFEMA) to identify organizational weaknesses across 5 departments, decreasing rework by 15% and overall organizational liability.

APPLICATION ENGINEER, SCHNEIDER ELECTRIC

2013 - 2014

Oversaw a book of business valued at \$500,000, supporting more than xx B2B clients, designing custom application electrical solutions and meeting 100% of project timelines with a client satisfaction of 98%. Design multiple capital improvements in product deployment, including switch board layout optimizations (\$75k/yr savings) and designing low voltage switch gears for custom applications (375k/yr savings).

TELECOM PROJECT COORDINATOR, DUKE ENERGY, TELECOMMUNICATIONS

2010 - 2013

Created the organization's Picasso work order system, allowing customer service representatives to answer calls 22% faster, a 10%KPI improvement and \$208,000/yr labor savings). Supported new antenna design and deployment initiatives to dozens of neighborhoods, extending service by an average of 30% in the region and providing a 25% increase in telecom performance

EDUCATION

University of South Carolina, Columbia, SC
Bachelor of Science, Electrical Engineering

Technical Skills: AutoCAD, InDesign, Adobe Suite, Budgeting, Scheduling, Oracle Project Accounting, Strategic Project Planning & Scope, Team Management, Negotiation, Problem solving, Decision Making, Vendor Management, Compliance, Raptr, Picasso, Visio, Microsoft Project, Microsoft Office Suite

ACADEMY

OUTLINE

Training Director: David M. Murphy

NR Paramedic, EMT Instructor

Director for Certification and Education

South Carolina DOT Certified Instructor

South Carolina Instructor Methodology/Adult Education

South Carolina Certified Continuing Education Program Director

American Heart Association Instructor/Faculty

Advanced Life Support

Pediatric Advanced Life Support

Basic Life Support

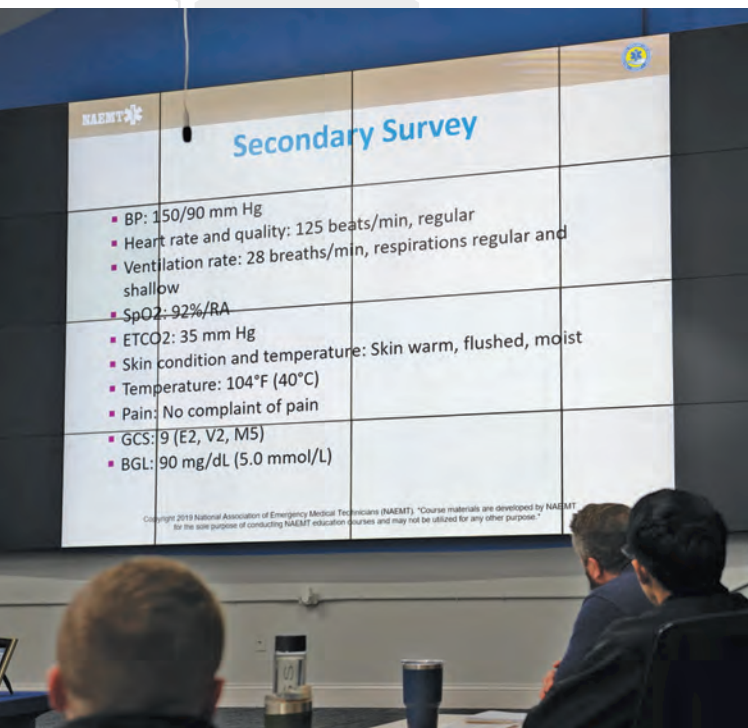
National Association of Emergency Medical Technicians Instructor/Faculty

Advanced Medical Life Support

PreHospital Trauma Life Support

Certified Emergency Vehicle Operator Instructor

Subject Matter Experts: Chris Judkins: ZVent Zoll Vent
Brian Hardy: Teleflex, EZIO and LMA Supreme
Dr. Andrew Donato: Medical Control Physician
Dr. William Logan: Medical Control Physician



ACADEMY

OUTLINE *continued...*

NATIONAL/STATE/ INTERNAL BI-ANNUAL EDUCATION REQUIREMENTS

Airway/Respiration/Ventilation: 3.5 Hours

Ventilation [4 Hours]
Capnography [1 Hour]
Oxygenation [0.5 Hour]
Ventilator Training/ Education [24 hours]

Cardiovascular: 8.5 Hours

Post-Resuscitation Care [0.5 Hour]
Ventricular Assist Devices [0.5 Hour]
Stroke [1.5 Hours]
Cardiac Arrest [2 Hours]
Pediatric Cardiac Arrest [2.5 Hours]
Congestive Heart Failure [0.5 Hour]
Acute Coronary Syndrome [1 Hour]

Operations: 6.5 Hours

At-Risk Populations [1 Hour]
Ambulance Safety [0.5 Hour]
Field Triage—Disasters/MCIs [1 Hour]
EMS Provider Hygiene, Safety,
and Vaccinations [0.5 Hour]
EMS Culture of Safety [0.5 Hour]
Pediatric Transport [0.5 Hour]
Crew Resource Management [1 Hour]
EMS Research [1 Hour]
Evidence Based Guidelines [0.5 Hour]

Bi-Annual Competency:

LTV 1200 Ventilator [20 Hours]
Zoll X-Series Cardiac Monitor [2 hours]
Intravenous Pump Management [2 hours]
Intraosseous Access [2 hours]
ACLS [16 hours]
PALS [16 hours]
BLS [4 hours]
AMLS [16 hours]
PHTLS [16 hours]

Trauma: 3 Hours

Trauma Triage [1 Hour]
Central Nervous System (CNS) Injury [1 Hour]
Hemorrhage Control [0.5 Hour]
Fluid Resuscitation [0.5 Hour]

Medical: 8.5 Hours

Special Healthcare Needs [2 Hours]
OB Emergencies [0.5 Hour]
Infectious Diseases [0.5 Hour]
Medication Delivery [1 Hour]
Pain Management [1 Hour]
Psychiatric and Behavioral Emergencies [1 Hour]
Toxicological Emergencies – Opioids [0.5 Hour]
Neurological Emergencies – Seizures [0.5 Hour]
Endocrine Emergencies – Diabetes [1 Hour]
Immunological Emergencies [0.5 Hour]



INNOVATION

COMMUNITY MEDICINE

Newest, most innovative offering, to date, first in the state. This has a focus on the underserved populations of the midlands. Reducing hospital re-admissions, while still providing a superior level of care. This new program was brought to the community in January of 2024, with limitless potential growth.

The first financially sustainable community paramedicine program in the state. Utilizing Establishing relationships with medical facilities to determine the needs of the community.

Graham Simms is our first Community Paramedicine professional. He is stationed at Fairfield Medical Associates in our new Mobile Integrated Healthcare/ Community Paramedicine program. The goal of this new program is to deliver basic primary care services in the patients' homes without requiring them to travel to their primary care providers' offices.

Graham has been at First Priority for five and a half years while being in EMS for 15, and has worked in almost every facet of the field, from Dispatch to Leadership.



“...This new role will actually allow me to see the long-term results of my efforts. I feel very privileged to be at the forefront of this evolution of healthcare delivery...”

~ Graham Simms, Fairfield Medical's Partner in Community Paramedical program.



INNOVATION

COMMUNITY MEDICINE *continued...*

"While I've always known that I made a difference in peoples' lives in our brief interactions, this new role will actually allow me to see the long-term results of my efforts." said Simms.



"I feel very privileged to be at the forefront of this evolution of healthcare delivery, and to work for a company like First Priority that eagerly embraces the newest ideas like Mobile Integrated Healthcare and Community Paramedicine to better serve the South Carolina Midlands communities and its rural care providers."



The goal of this new program is to deliver basic primary care services in the patients' homes without requiring them to travel to their primary care providers' offices. In rural communities, where transportation options may be difficult to obtain, these Community Paramedicine services will help provide prompt care and identify health issues that need to be addressed and advanced to a higher level of care.



EDUCATE

THE FUTURE

The First Priority Academy is a state-of-the-art, first of its kind facility offering in-house training to keep our staff up to date on certifications, as well as train the next generation of paramedics. We also offer our classes training external clients as well.



COURSES OFFERED (BUT NOT LIMITED TO):

- ⬡ ALS – Advanced Life Support
- ⬡ BLS – Basic Life Support
- ⬡ CPR- Cardipulmonary Resuscitation
- ⬡ ACLS – Advanced Cardiac Life Support
- ⬡ PALS – Pediatric Advanced Life Support



Our academy leads the way in creating in house EMT schools and training for the future of community healthcare.

Leading our educational efforts is David Murphy, Director of Education & Compliance, who oversees a nationally reconized medical training program. The state requires that paramedics obtain 30 training hours every two years to remain certified. First Priority's paramedics undergo approximately 80 hours of continued training every two years.

"Leading First Priority Academy represents a profound source of pride for me, particularly as I observe our students' journey from novices to confident, adept EMS professionals. Witnessing their transformation and knowing they are equipped to make a substantial impact in their communities is incredibly rewarding. This endeavor is not just about education; it's about crafting a legacy of excellence that I aspire to leave behind." said Murphy.

"...Witnessing their transformation and knowing they are equipped to make a substantial impact in their communities is incredibly rewarding."

~ David Murphy, Director of Education & Compliance



EDUCATE

THE FUTURE *continued...*

With demand from outside healthcare providers for hands on, challenging education programs, First Priority Academy was introduced in January of 2018.

First Priority Academy is an AHA training site as well as NAEMT training center with an extensive offering of classes. We teach First Priority employees and healthcare providers from local hospitals, doctors offices, and care facilities.



WHY CHOOSE



Single owner company, which allows for a quick decision making process to put the best interest of our customers (facilities & patient). At First Priority, we put the level of customer service and patient care above profit.

At First Priority, we are committed to providing local solutions to local problems. Carolina Pines will have direct access to, and supervision from, top key leadership members.

This will create a working relationship that will be unmatched by anyone else. Our focus and top priority is the Midlands, which allows First Priority to provide **undivided attention** to your facility.

In addition to the amount of attention and customer service First Priority provides, we also have knowledge of how to intimately service the needs of the area through our already established presence in the area for the past six (6) years.

In compliance with the regulatory standards and First Priority Inc.'s policies, we monitor and assess the quality of contracted services to ensure they are provided in a **safe and effective** manner.



PEOPLE • PASSION • PURPOSE



CHRIS HOLDEN

"Making lives better matters to me. That's always been true."



I first felt passion as a child. By the time I was ready to attend high school in 1996, that passion had transformed into a calling. It took me to Carolina Medical Academy, a magnet high school dedicated to providing early entry to the medical field.

As an upperclassman, I received dual credit from Greenville Technical college's EMS program. With my EMT certification completed, I apprenticed with Greenville County EMS. The passion had become a career. In 2002, I moved to Columbia, SC, to further my new career through additional studies. While working as an EMT with Richland County EMS, I also attended Midlands Technical College.

There, I completed an Associates in Science, before transferring to the University of South Carolina. After completing my Bachelor of Science in Biology at USC, I continued working as an EMT. The work was rewarding and energizing. It felt good -it felt right- to put my knowledge to use in the service of saving lives. But I knew there was more that could be done. In an ER in Richland, I realized what that meant for me. As my team and I were transferring a patient to the hospital, I overheard two nurses talking.

One was complaining to the other about a private ambulance service that worked in the area. The list of the service's significant problems was long, and heartbreaking. I took notice, and began my own private observations of local private ambulances. Substandard patient care, substandard professionalism, and substandard customer service were, sadly, the standard.

Not only were some of these services causing serious problems for doctors and nurses, they were directly impacting the lives of their patients in a negative way. What had been a passion for making lives better now became a mission. First Priority Medical Transport opened its doors on June 4, 2012. We started with one ambulance, based out of the "dispatch center" that was my house's garage. From Day One, our focus was on superior patient care, outstanding professionalism, and excellent customer service. Today, more than a decade later, First Priority Medical Transport has grown to a company of more than 100 employees and over 40 vehicles. Our ambulances respond to 40,000 calls a year. Not only have we made a real difference in the lives of our patients and their families, but we are helping to raise the standards for private ambulance services across the board.

A handwritten signature in black ink, appearing to read "Chris Holden".

Christopher L. Holden





First Priority
medical transport

PROPOSAL FOR SERVICES



Carolina Pines
REGIONAL MEDICAL CENTER

PARTIALLY OWNED BY PHYSICIANS

First Priority Medical Transport

1831 Airport Boulevard
West Columbia, SC 29169

PROPOSAL

LOCAL SOLUTIONS TO LOCAL PROBLEMS



Based on data provided, Carolina Pines Regional Medical Center will only require one (1) unit. While we understand the surges and the need for two (2) units at times, First Priority Inc. will provide one (1) unit, plus an additional unit in the area to accommodate any surges and multiple patient movement during the same time frame. First Priority will immediately implement the program with its standard response time parameters.

Given the limited geographical data for transports, First Priority will re-evaluate the feasibility of this contract after six (6) months of service. At that time, we will adjust accordingly to meet the contractual needs of Carolina Pines.



PROPOSAL

ON TIME PERFORMANCE

In compliance with regulatory standards and First Priority Inc. Policies, we monitor and assess the quality of contracted services to ensure they are provided in a safe and effective manner. Below are the response time criteria and reporting guidelines by which we assess our company's performance of services provided.

First Priority will reevaluate this response time model for accuracy in six (6) months.

Performance Standard	Objective within Standard	Frequency of Evaluation	Evaluation of Indicators provided by the 15th of following month
Emergent and Urgent Interfacility Transports (P1 and P2)	Within 30 minutes of transport request not less than 90% per month	Monthly	Report and Data
Unscheduled Transports (P3)	Within 60 minutes of transport request not less than 90% per month	Monthly	Report and Data
Scheduled Transports (P4)	Within 15 minutes after scheduled time not less than 90% per month	Monthly	Report and Data
Prescheduled Call Negotiation (P4)	Number of scheduled calls where transport negotiates the pick-up time shall not exceed 40% per month	Monthly	Report and Data
Wheelchair (P8)	With 15 minutes of scheduled time not less than 90% per month	Monthly	Report and Data
Behavioral Health Transports (P10)	With 15 minutes of scheduled time not less than 90% per month	Monthly	Report and Data
Call Processing – Transport Request Confirmation	Accept all Lexington Medical Center and Urgent Cares calls within 5 minutes not less than 90% per month	Monthly	Report and Data



FINANCIALS

CHARGE MASTER

FEE SCHEDULE

2024 Medicare Rates

Ambulette	Contracted	\$210.25
BLS Non-Emergent	A0428	\$260.97
BLS Emergent	A0429	\$417.54
ALS-1 Non-Emergent	A0426	\$313.16
ALS-1 Emergent	A0427	\$495.83
ALS-2	A0433	\$717.65
CCT/SCT	A0434	\$848.14
Mileage	A0425	\$8.94 / Loaded mile



CREDENTIALS

CERTIFICATIONS & LICENSES

First Priority was founded with the intent of creating a superior transport service offering exemplary patient care, professionalism and customer service. To achieve this we believe in going above and beyond just the standards. First Priority is a member of the SC EMS Association, Lexington Chamber of Commerce member, an AHA training site, and a NAEMT training center. We also work with SC DHEC representing the private industry in providing and analyzing transport data.

Every year we continue to elevate our service offerings, training and capabilities to be able to provide our patients and clients the absolute best service in the industry.

CITY OF CAYCE	
Business License	
License ID: 23-01323	Issued Date: 05/10/23
Effective Date: 05/01/23	Expiration Date: 04/30/24
License Type: Ambulance Services	
Business Name: FIRST PRIORITY INC	
Business Location: 1831 AIRPORT BLVD	
FIRST PRIORITY INC 1831 AIRPORT BLVD CAYCE, SC 29033	
2023	
Summary of Services:	
Description	
Rate Class 4	
05/10/23	Rochelle Smith
DATE	AUTHORIZED BY
POST THIS LICENSE IN REGULAR PLACE OF BUSINESS	



South Carolina



South Carolina Department of Health and Environmental Control

This is to Certify that a License is hereby granted by the

South Carolina Department of Health and Environmental Control

to First Priority, Inc.

To conduct and maintain an Ambulance Service in the premises located
at 1831 Airport Blvd, Cayce, South Carolina 29033

County of Lexington

This License shall expire Jun 30, 20 24, and is subject to the provisions of The Emergency Medical Services Act Section 44-61-10 et. seq. of the 1976 code, and regulations promulgated thereto. This license shall not be assignable or transferable and shall be subject to revocation at any time by the S.C. Department of Health and Environmental Control for failure to comply with the laws of the State of South Carolina or the rules and regulations of the South Carolina Department of Health and Environmental Control issued thereunder.

In Witness Whereof, we have hereunto set out hand and seal of the State this 29 day of Apr, 20 22.



License Number: 316
License Category: Advanced Life Support

By: 
Richard Winiarski, MA, NREB, CEM
Director, EMS and Trauma

CR-010717 4/21

WARNING - THIS DOCUMENT CONTAINS SECURITY FEATURES LISTED ON REVERSE SIDE

PERMIT NO. 15556
DATE ISSUED: 04/17/2023

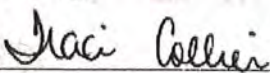
South Carolina Department of Labor, Licensing and Regulation

Board of Pharmacy EMS Non-dispensing Drug Outlet Permit

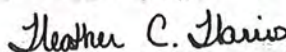
2023-2024

Expires 06/30/2024

FIRST PRIORITY, INC.
Permit Holder: CHRIS HOLDEN
1831 AIRPORT BLVD
CAYCE SC 29033


Traci Collier, Administrator


Lauren B. Thomas, Board Chair


Heather C. Harris, Vice Chair



CERTIFICATE OF REGISTRATION
 ISSUED PURSUANT TO THE
SOUTH CAROLINA CONTROLLED SUBSTANCES ACT
 THIS CERTIFICATE MUST BE MAINTAINED IN A READILY RETRIEVABLE MANNER AT ALL TIMES.

DC97808 -0 DATE OF ISSUE REGISTRATION FEE CODE EXPIRATION DATE
08/01/2023 **125.00** **10/01/2024**

SCHEDULES OF CONTROLLED SUBSTANCES AUTHORIZED* DEA REGISTRATION NUMBER STATE REGISTRATION NUMBER
23N4 **MF2904274** **27-23138**

FIRST PRIORITY, INC
WILLIAM C. LOGAN, JR., MD
1831 AIRPORT BLVD

CAYCE SC 29033

*2-II-NARCOTIC; 2N-II-NON-NARCOTIC; 3-III-NARCOTIC; 3N-III-NON-NARCOTIC; 4-SCHEDULE IV-ALL; 5-SCHEDULE V-ALL
 THIS CERTIFICATE IS NOT TRANSFERABLE UPON CHANGE OF OWNERSHIP OR ADDRESS
 S.C. DEPARTMENT OF HEALTH AND ENVIRONMENTAL CONTROL
 BUREAU OF DRUG CONTROL
 2600 BULL STREET
 COLUMBIA, SOUTH CAROLINA 29201

DHEC 1176 (04/2000)

DEA REGISTRATION NUMBER	THIS REGISTRATION EXPIRES	FEE PAID
MF2904274	09-30-2024	\$888

SCHEDULES	BUSINESS ACTIVITY	ISSUE DATE
2,3N,4	MLP-AMBULANCE SERVICE	08-19-2021

FIRST PRIORITY, INC
 WILLIAM C. LOGAN, JR., MD
 1831 AIRPORT BOULEVARD
 CAYCE, SC 29033

CONTROLLED SUBSTANCE REGISTRATION CERTIFICATE
 UNITED STATES DEPARTMENT OF JUSTICE
 DRUG ENFORCEMENT ADMINISTRATION
 WASHINGTON D.C. 20537

REGISTERED ACTIVITY WITHIN SCHEDULE IS RESTRICTED BY YOUR STATE.

Sections 304 and 1008 (21 USC 824 and 958) of the Controlled Substances Act of 1970, as amended, provide that the Attorney General may revoke or suspend a registration to manufacture, distribute, dispense, import or export a controlled substance.

THIS CERTIFICATE IS NOT TRANSFERABLE ON CHANGE OF OWNERSHIP, CONTROL, LOCATION, OR BUSINESS ACTIVITY, AND IT IS NOT VALID AFTER THE EXPIRATION DATE.

CONTROLLED SUBSTANCE REGISTRATION CERTIFICATE
 UNITED STATES DEPARTMENT OF JUSTICE
 DRUG ENFORCEMENT ADMINISTRATION
 WASHINGTON D.C. 20537

DEA REGISTRATION NUMBER	THIS REGISTRATION EXPIRES	FEE PAID
MF2904274	09-30-2024	\$888

SCHEDULES	BUSINESS ACTIVITY	ISSUE DATE
2,3N,4	MLP-AMBULANCE SERVICE	08-19-2021

FIRST PRIORITY, INC
 WILLIAM C. LOGAN, JR., MD
 1831 AIRPORT BOULEVARD
 CAYCE, SC 29033

CONTROLLED SUBSTANCE REGISTRATION CERTIFICATE
 UNITED STATES DEPARTMENT OF JUSTICE
 DRUG ENFORCEMENT ADMINISTRATION
 WASHINGTON D.C. 20537

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Form DEA-223 (9/2016)



CENTERS FOR MEDICARE & MEDICAID SERVICES
CLINICAL LABORATORY IMPROVEMENT AMENDMENTS

CERTIFICATE OF WAIVER

LABORATORY NAME AND ADDRESS	CLIA ID NUMBER
FIRST PRIORITY, INC 1831 AIRPORT BLVD CAYCE, SC 29033	42D2059347
LABORATORY DIRECTOR	EFFECTIVE DATE
CHRISTOPHER L HOLDEN	05/21/2023
	EXPIRATION DATE
	05/20/2025

Pursuant to Section 353 of the Public Health Services Act (42 U.S.C. 263a) as revised by the Clinical Laboratory Improvement Amendments (CLIA), the above named laboratory located at the address shown hereon (and other approved locations) may accept human specimens for the purposes of performing laboratory examinations or procedures.

This certificate shall be valid until the expiration date above, but is subject to revocation, suspension, limitation, or other sanctions for violation of the Act or the regulations promulgated thereunder.




Gregg Brandush, Director
Division of Clinical Laboratory Improvement & Quality
Quality & Safety Oversight Group
Center for Clinical Standards and Quality

887 Certs_042523

- If this is a Certificate of Registration, it represents only the enrollment of the laboratory in the CLIA program and does not indicate a Federal certification of compliance with other CLIA requirements. The laboratory is permitted to begin testing upon receipt of this certificate, but is not determined to be in compliance until a survey is successfully completed.
- If this is a Certificate for Provider-Performed Microscopy Procedures, it certifies the laboratory to perform only those laboratory procedures that have been specified as provider-performed microscopy procedures and, if applicable, examinations or procedures that have been approved as waived tests by the Department of Health and Human Services.
- If this is a Certificate of Waiver, it certifies the laboratory to perform only examinations or procedures that have been approved as waived tests by the Department of Health and Human Services.

FOR MORE INFORMATION ABOUT CLIA, VISIT OUR WEBSITE AT WWW.CMS.GOV/CLIA
OR CONTACT YOUR LOCAL STATE AGENCY. PLEASE SEE THE REVERSE FOR
YOUR STATE AGENCY'S ADDRESS AND PHONE NUMBER.
PLEASE CONTACT YOUR STATE AGENCY FOR ANY CHANGES TO YOUR CURRENT CERTIFICATE.





South Carolina Office of Regulatory Staff
Columbia, South Carolina

PSC Docket No. 2022-399-T
PSC Order No. 2023-9
PSC/ORS Certificate No. 9809

CLASS C STRETCHER VAN

**Certificate of Public Convenience and Necessity
For the Operation of
MOTOR VEHICLE CARRIERS**

NAME First Priority, Inc.

ADDRESS 1831 Airport Blvd, Cayce, SC 29033

is hereby authorized, pursuant to the order of the Public Service Commission of South Carolina, to furnish passenger service by means of motor propelled vehicles as follows:

BETWEEN POINTS AND PLACES IN

SOUTH CAROLINA

RESTRICTED TO: SEVEN (7) PASSENGERS

THIS CERTIFICATE is issued upon finding by the Public Service Commission, that Public Convenience and Necessity require such operation, under the terms of the Motor Vehicle Carriers' Law (Sections 58-23-10 – 58-23-60 of the South Carolina Code of Laws, 1976, and amendments thereto), and,

CONDITIONED: That all motor vehicles operated by virtue of this Certificate shall be so operated in accordance with the said Motor Vehicle Carriers' Law and the Rules and Regulations issued thereunder, and,

CONDITIONED FURTHER: That neither this Certificate nor the rights granted herein shall be sold, assigned, leased, transferred, mortgaged, pledged, or otherwise hypothecated, unless first approved by the Commission.

DATED at Columbia, South Carolina, this 19th day of May A.D., 2023

Tom Allen, Chief
Broadband, Communications, and Safety





*Office of Regulatory Staff
Columbia, South Carolina*

PSC Docket No. 2014-257-T
PSC Order No. 2020-605 (A)
PSC/ORS Certificate No. 8298-A

CLASS C NON-EMERGENCY

**Certificate of Public Convenience and Necessity
For the Operation of
MOTOR VEHICLE CARRIERS**

NAME: FIRST PRIORITY INC
ADDRESS: 1831 AIRPORT BLVD., CAYCE, S.C. 29033

is hereby authorized, pursuant to the order of the Public Service Commission of South Carolina, to furnish passenger service by means of motor propelled vehicles as follows:

BETWEEN POINTS AND PLACES IN SOUTH CAROLINA

RESTRICTED TO: FIFTEEN (15) PASSENGERS

THIS CERTIFICATE is issued upon finding by the Public Service Commission, that Public Convenience and Necessity requires such operation, under the terms of the Motor Vehicle Carriers' Law (Sections 58-23-10 – 58-23-60 of the South Carolina Code of Laws, 1976, and amendments thereto), and,

CONDITIONED: That all motor vehicles operated by virtue of this Certificate shall be so operated in accordance with the said Motor Vehicle Carriers' Law and the Rules and Regulations issued thereunder, and,

CONDITIONED FURTHER: That neither this Certificate nor the rights granted herein shall be sold, assigned, leased, transferred, mortgaged, pledged, or otherwise hypothecated, unless first approved by the Commission.

DATED at Columbia, South Carolina, this 8th day of OCTOBER A.D., 2020.

Tom H. Allen, Director
Safety, Transportation & Telecommunications Dept.



REFERENCES



MUSC Health Columbia Medical Center
2435 Forest Drive
Columbia, SC 29204
Office 803-256-5315
Fax 803-256-5935
MUSChealth.org

February 28th, 2024

Drew Hamer
MUSC Health Columbia Medical Center
2435 Forest Dr.
Columbia, South Carolina 29204

To whom it may concern:

We have had the pleasure of partnering with First Priority as our preferred EMS transportation service provider since 2019. They provide excellent service while recognizing the need for process improvement and growth. Their continued efforts to improve, as well as help us in that respect, have delivered drastic gains in our transportation timeliness as well as our number of discharged patients overall.

The First Priority organization provides a professional service in all respects. When that expectation is not met, they are the first to admit to it and correct it. Their leadership team is highly engaged and look to make an impact through constant communication.

I am thoroughly impressed with their service and highly recommend them. If you should have more questions or need further information please contact me at 803-256-5718.

Sincerely,

A handwritten signature in black ink, appearing to read "Drew Hamer".

Drew Hamer
Market Director, Outpatient Cardiopulmonary Operations
MUSC Health - Midlands



REFERENCES



March 5, 2024

To Whom It May Concern:

Prisma Health has maintained a relationship with First Priority Ambulance for over five years. First Priority has recently assumed all BLS and ALS ambulance transports out of Parkridge Hospital.

First Priority has been an exceptional organization to work with. Their crews are professional and have provided quality care. Scheduling transports is simple, and they maintain a high level of on-time performance. First Priority leadership is easy to communicate with and a pleasure to do business with.

Prisma Health values the relationship with First Priority Ambulance. If you have any questions or require additional support, please contact me.

Aaron Dix

A handwritten signature in black ink, appearing to read "A. Dix", with a long horizontal flourish extending to the right.

Vice President
Emergency Medical Services
Prisma Health
Aaron.dix@prismahealth.org

Ambulance Services
300 East McBee Ave Suite 400
Greenville, SC 29601

P. 864-797-7961

PrismaHealth.org

