WELCOME TO OUR

Monthly Newsletter

we're so glad you're here!

Work Anniversaries

IF YOU SEE ANY EMPLOYEES LISTED BELOW, CONGRAGULATE THEM ON THEIR ANNIVERSARY!

Christine Coughlin: 1 Year Anniversary (Joined 10/06/2025)
Pedro Fuentes: 2 Year Anniversary (Joined 9/25/2024)
David Martin: 2 Year Anniversary (Joined 10/16/2024)
Anthony DeMarco: 1 Year Anniversary (Joined 10/21/2025)
Andrew Ramsey: 1 Year Anniversary (Joined 10/21/2025)
David Kuhajda: 8 Year Anniversary (Joined 10/22/2018)
Elena Kruglova: 4 Year Anniversary (Joined 10/25/2022)

New Team Members Alert

IF YOU SEE A NEW EMPLOYEE, WELCOME THEM TO THE RELINK TEAM!

Edward Henderson - TWN Staff Accountant II Joined 10/05/2026
Jawwaad Parrish - ATL Field Transportation Specialist Joined 10/12/2026
Christian Scacchetti - TWN Operations Administrator Joined 10/13/2026

Department Growth and Changes

TaNautica Shirley - Promoted to Human Resources Manager
Danielle Trippett - Promoted to Corporate Recruiting Manager

reLink MEDICAL

Department Spotlight

Department: Account Management	**Department Manager:** Jeff Dalton, CEO & President

Department Overview

The Account Management team builds and maintains long-term relationships with hospital and health system partners for reLink Medical®. From coordinating equipment disposition projects to managing procurement and reporting recovered value, the team ensures a seamless partner experience while identifying opportunities for continued growth. Its work strengthens client retention, maximizes asset recovery, and supports lasting partnerships.

What We Do

Key Responsibilities

- **Partner Relationship Management:** Serve as the primary contact for hospital and health system partners, addressing inquiries and resolving issues.
- **Quoting and Procurement:** Prepare quotes for disposition services, transactional projects, and reLink Ready® equipment procurement.
- **Large-Scale Project Planning:** Coordinate complex facility decommissions, department upgrades, and multi-site removals, including timelines, resources, and logistics.
- **Pickup and Project Coordination:** Manage consignment pickups and disposition projects from equipment list verification and scheduling through final reporting.
- **Account Growth and Value Reporting:** Review recovered value and reLink360® results, conduct partner reviews, and identify opportunities to expand services across facilities and departments.

Department Collaboration

Account Management collaborates across departments to ensure coordinated service delivery and maximize partner value.

- **Sales & Business Development:** Coordinate new-partner transitions and identify opportunities for account growth.
- **Logistics:** Confirm pickup schedules, site access, equipment details, and project requirements.
- **Warehouse & Distribution:** Track equipment receipt, processing, and disposition status.
- **Refurbishment & reLink Ready®:** Connect partners with patient-ready equipment procurement opportunities.
- **reLink Online™ & Resale:** Align equipment listings and sales activity to support asset recovery.
- **Finance & Accounting:** Coordinate settlements, credits, payments, and invoicing inquiries.
- **Marketing:** Provide partner success stories, testimonials, and case study opportunities.
- **Leadership:** Share partner feedback and market insights to inform business decisions.

How We Impact reLink Medical

Impact 1	Impact 2	Impact 3	Impact 4
We drive repeat business and retention. Every project that goes well becomes the next project. Strong relationships keep hospital partners coming back and expanding their work with reLink.	Account Managers represent reLink Medical throughout the partner relationship. Consistent communication, reliable service, and follow-through help build trust, reinforce confidence in the company, and support long-term partnerships.	We turn partner insight into company improvement. We hear first what partners need, what's working, and what isn't, and we feed that back to Operations, Sales, and Leadership.	We help partners see their full value. By clearly reporting recovered value, sustainability outcomes, and by helping partners save through reLink Ready, we show the real ROI of working with reLink. That strengthens renewals and referrals.

Meet The Team

 **Mike Eizenberg**	**Senior Account Manager, Joined 4/22/2018** / As the team's longest-tenured member, Mike manages established health system relationships, including accounts spanning multiple regions of the country. While his primary focus is Ohio and the Northeast, he also supports accounts with a broader geographic footprint, coordinating complex disposition projects, large-scale initiatives, and ongoing partner needs.
 **Janice Loar**	**Account Manager, Joined: 7/11/2022** / Janice manages key partner relationships throughout the Eastern region, coordinating quotes, consignment pickups, and equipment disposition needs. She focuses on maintaining clear communication, keeping projects on schedule, and ensuring partners receive consistent support throughout the process.
 **Steven Slovensky**	**Account Manager, Joined: 11/4/2024** / Steven supports hospital and health system partners throughout the Northeast, coordinating equipment disposition, pickup schedules, and procurement needs. His role helps keep projects moving while ensuring partners remain informed from initial planning through completion.
 **Vincent "Vince" Harmon**	**Account Manager, Joined 11/4/2024** / Vince focuses on the Central region, helping partners maximize the value of surplus equipment and identify patient-ready equipment procurement opportunities through reLink Ready®. He supports both equipment disposition and purchasing needs to provide partners with a more comprehensive service experience.
 **Caleb Wyse**	**Account Manager, Joined 7/8/2025** / Caleb focuses on transactional business throughout the East, managing one-time projects and quick-turn quotes. His emphasis on timely responses and efficient coordination helps partners address immediate equipment disposition needs without requiring a long-term program.
 **Amy St.Cyr**	**Senior Account Manager, Joined 9/2/2025** / Amy manages major partner relationships across the Central and Midwest regions, overseeing quotes, large-scale disposition projects, and ongoing account needs. She coordinates activity across facilities and supports the development of long-term partnerships and expanded service opportunities.

Meet The Team

Christine "Chrissy" Coughlin	**Account Manager, Joined 10/6/2025** / Chrissy manages partner relationships across the East Coast and Florida, coordinating disposition projects, consignment pickups, and procurement support. Her regional coverage helps maintain consistent communication and project coordination across geographically dispersed facilities.
Andrew Ramsey	**Senior Account Manager, Joined 10/21/2025** / Andrew supports partner relationships across the Western region, coordinating quotes, disposition projects, and ongoing account management. His role helps partners navigate project requirements, maintain visibility throughout the disposition process, and identify opportunities to recover value from surplus equipment.

Department Accomplishments

- Expanded a single-facility partnership into a system-wide program.
- Successfully coordinates full-facility decommissions and time-sensitive removals.
- Implemented training resources and dashboards to improve tracking, data visibility, and cross-department alignment.
- Team growth: The department has grown significantly, with six of its eight members joining since November 2024.

By the Numbers:

- **21 years: Combined reLink experience across the team.**
- **50+ years: Combined sales experience.**
- **8+ years: Longest individual tenure on the team.**
- **2,053 projects: Disposition projects and consignment pickups coordinated year to date in 2026, an 18% increase over 2025.**

Behind The Scenes / Did you know

Behind the Scenes: What most people don't see is the coordination behind a "simple" pickup. Before a truck ever arrives, an Account Manager has typically built the quote, gathered and verified equipment lists, confirmed dock access and site contacts, worked around hospital schedules and clinical areas, and aligned reLink Logistics and the receiving hub. They've also set expectations with the partner on timing and value. After pickup, they track the equipment through processing and make sure the final reporting and settlement land accurately. For large projects like facility cleanouts, deinstalls, and fleet conversions, Account Managers often start planning weeks or months in advance to make sure every detail is in place.



Did you know 💡:

- Account Managers help partners buy equipment, not just sell it. Through reLink Ready, they quote and source patient-ready equipment for health systems.
- Not every project is a long-term program. Caleb and Andrew specialize in transactional business, handling one-time projects and quick-turn quotes.
- Account Managers are often the first to hear about a hospital's upcoming renovation, closure, or equipment upgrade, which means they spot opportunities months before a project starts.



Personal and Business Development Tools

INVEST IN YOUR GROWTH – INSIDE AND OUTSIDE THE OFFICE 🌱💼

"NO MATTER WHAT YOUR ABILITY IS, EFFORT IS WHAT IGNITES THAT ABILITY AND TURNS IT INTO ACCOMPLISHMENT." – CAROL S. DWECK

Blogs

Professional development is all about building skills and strengthening everyday workplace habits. This month, explore Effective Communication and Strategies for Double-Checking Your Work for practical tips to improve collaboration, increase accuracy, and support continued growth and success in the workplace.

STRATIGIES FOR DOUBLE CHECKING YOUR WORK

FIND OUT MORE

EFFECTIVE COMMUNICATION

FIND OUT MORE



Audiobook

TOOLS TO IMPROVE YOUR FOCUS & CONCENTRATION

Explore the science behind attention and learn practical strategies to improve concentration, reduce distractions, and build habits that support productivity. From understanding what influences your ability to focus to discovering ways to make your time more effective, this podcast offers useful insights you can apply to your daily routine. Strengthening your focus can help you approach tasks with greater intention, improve the quality of your work, and support your continued professional development.

WATCH PODCAST

Thanksgiving Holiday Closure

As we approach Thanksgiving, we want to take a moment to recognize the meaning behind this special holiday. Thanksgiving is a time to pause, reflect on what we are grateful for, and appreciate the people, experiences, and opportunities that have made a difference throughout the year. It is also a wonderful opportunity to spend time with family, friends, and loved ones and enjoy the traditions that make this season meaningful.

In observance of Thanksgiving, reLink Medical will be closed on Thursday, November 26 and Friday, November 27. We encourage everyone to use this time to relax, recharge, and enjoy the holiday with those who matter most.

We will return to our normal business operations on Monday, November 30.

From all of us in HR, we wish our reLink Medical team and their families a safe, happy, and meaningful Thanksgiving! We are thankful for the dedication, hard work, and contributions each of you bring to our organization throughout the year.

Enjoy working at reLink Medical?

HELP FUTURE TEAMMATES FIND RELINK MEDICAL!

AS WE CONTINUE TO GROW, CANDIDATES ARE RESEARCHING US ON PLATFORMS LIKE GLASSDOOR AND INDEED. YOUR FEEDBACK PLAYS AN IMPORTANT ROLE IN HELPING OTHERS UNDERSTAND WHAT IT'S LIKE TO WORK HERE.
IF YOU'RE WILLING, PLEASE TAKE 2–3 MINUTES TO SHARE A QUICK, HONEST REVIEW. EVEN A FEW SENTENCES ABOUT YOUR EXPERIENCE CAN MAKE A MEANINGFUL IMPACT.

LEAVE A REVIEW HERE:

INDEED GLASSDOOR

THANK YOU FOR HELPING US BUILD A STRONG AND ALIGNED TEAM.

THANK YOU FOR YOUR HARD WORK AND DEDICATION
- HUMAN RESOURCES