



“Thanks and my husband is in safe hands and he is receiving excellent services.”

“Thank you for the excellent services and your care for the patients. Thank you so much and God Bless.”

“Special thanks to the management and the nurses. We feel safe with you.”



## HOMEHEALTHCARE IN 2017

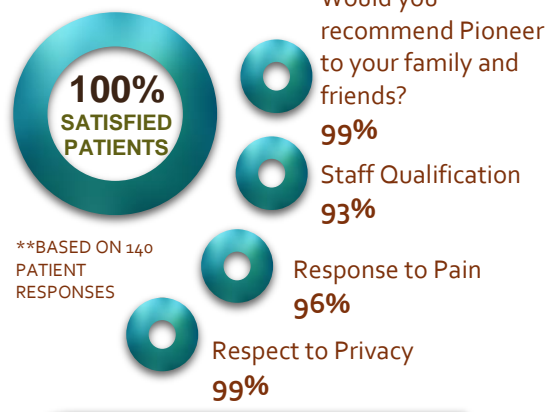
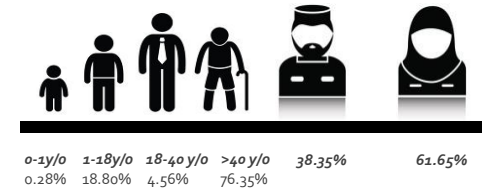
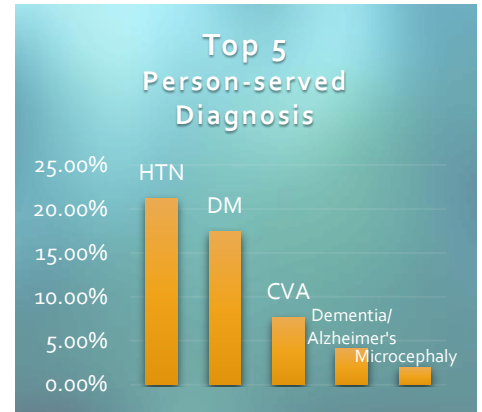
2017 marked a momentous year for Pioneer Medical Services LLC. Three years ago, we started a motivated plan to enter the homecare-services world that would expand the company’s lasting growth and stakeholder value.

With our main mission to provide the highest quality of home healthcare services, we are pleased to report that in 2017 Pioneer Medical Services gained a very positive progress with the following:

- We are proud to inform you that Pioneer is able maintain its Patient Satisfaction Rate of 100% satisfied patients according to 140 responses throughout 2017.
- Pioneer Medical Services is able to report a good score in the new Key Performance Indicators set by DOH-JAWDA to measure and maintain the quality of services rendered to patients by healthcare providers.
- We are well gratified to share that we garnered an excellent rating with the 2017 stakeholder’s overall satisfaction; they stated that Pioneer is best described by its nursing and physiotherapy services where 100% of them would definitely recommend Pioneer to patients and other facilities.

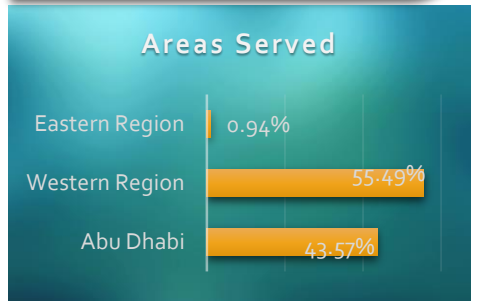
As we continue our journey through 2018, Pioneer is investing to grow and investing to succeed with a big plan of increasing and maintaining the quality of services by adding quality officers, increasing number of trainings, continuous generous supply of materials that supports daily healthcare interventions to patients, and many more.

We encourage you to join our family and experience a positive difference!



### What our Stakeholders say about us...

- Excellent Courtesy/Helpfulness
- Excellent Accessibility
- Good Knowledge/Expertise
- Excellent Successful Resolution of Issues



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