

PROGRESS 2008

OT Communications Solutions: More than a store

Business owners look at a variety of ways to market their services, service and grow their customer base and remodel and expand stores. Martin Mullins of OT Communications considers those options, but found developing his employees just as important.

OT Communications Solutions, an authorized US Cellular service and sales center, has locations in Oskaloosa, Bloomfield and two in Ottumwa. The Oskaloosa store is located at 301 A Avenue East.

Mullins said the past year has brought changes in the way the company does business.

"Dealing with the increase in the minimum wage provided us with an opportunity," said Mullins. "We hadn't been paying anyone minimum wage but now we are."

Prior to the state and federal laws changing Mullins gave his

employees a 50-cent per hour raise – based on a no smoking policy. He said 60 percent of his employees were smoking and the time spent outside smoking took away from productive time in his stores.

"No smoking to me meant no smoking an hour before coming to work until they went home," said Mullins. "They can't smoke when they go to lunch or on a break. What happened was they found they could go nine hours and now all have stopped smoking completely."

Another development with the increase in minimum wage was the realignment of staff. A sales manager position was eliminated, but Mullins began to work with staff to develop a workforce more knowledgeable in all areas of sales and service. In exchange the company has instituted a profit sharing program.

"The employees know if they



can pare back expenses such as turning the heat back at night, watching the inventory, making fewer mistakes with customers, then the more money is available for profit sharing," said Mullins. "We anticipate an elimination of waste. The employees have taken an ownership in the company as their own."

Mullins admits it meant some changes in personnel, but has brought good results to his company and employees.

OT Communications Solutions and the US Cellular connection have brought an increased number of phones, accessories and options for customers. Technology option

with Bluetooth have really been the desired feature said Mullins. Also the increase in options for Easyedge has added to the company's business.

Mark DeVries does technical work for the company. Gregory Harris is the store manager in Oskaloosa while Chris Jolley is manager for the downtown Ottumwa store and Carole Raskie operates the Bloomfield location.

"We have a full line of US Cellular services and products and accessories to operate them," said Mullins. "Most of all we have a staff who are knowledgeable and willing to help with any customer need."

Mahaska Hospital offers therapy treatment

Located inside the Mahaska Health Partnership Hospital is the MHP Physical & Occupational Therapy Department. Ryan Rowley, Physical Therapy Director of Physical Therapy/Occupational Therapy and Barbara Peterson, Occupational Therapist and their staff of 4 physical therapists, 3 physical therapy assistants treat patients with an array of injuries. Combined, they have 96 years of experience. Patients are referred by physicians from not only Oskaloosa's immediate area, but also from Sigourney, Albia, Knoxville, Ottumwa, Des Moines and Iowa City.

The MHP Physical & Occupational Therapy Department is open Monday through Friday from 7 a.m. to 6 p.m. You may also call (641) 672-3306 or access the MHP Web site at www.mahaskahealth.com

wound care; lymphedema treatment; outpatient rehabilitation; pain control; sports medicine; therapeutic exercise; treatment modalities and ergonomic/industrial analysis and rehab ... just to name a few. Patients range from infants, athletes, post-surgery to home health services. MHP Physical & Occupational Therapy offers consultations with local businesses for health or work-related topics.

MHP Physical & Occupational Department is a Blue Cross/Blue Shield provider and is also a provider for most other insurance companies as well as Medicare and Medicaid.

Medicap Pharmacy puts all of your prescription needs first in Oskaloosa

When you're not feeling good anyway, have just spent a couple hours waiting to see a doctor and now have got to get your medication, have you ever felt like you were just another prescription number waiting in line? NOT AT MEDICAP!!! They put you and your welfare first and that's all there is to it.

Located at 504 A Ave. W. in Oskaloosa, Medicap Pharmacy is a modern business that excels in old-fashioned customer service. Manager Michelle Heidebrink is one busy lady, but you don't have a doubt that she and her staff really care about you and how you are feeling and quickly and efficiently fill your prescription and get you on the road of feeling better. It makes you start feeling better just to be greeted by the kind, friendly smile of Michelle and one of her staff. Assistant Manager Tom Heidebrink, technicians Erica Henkle, Ashley Lipson and Stephanie Garden, Jeff Heidebrink and bookkeeper Billie Van Dyke all seem like family and work together to make you feel like you are part of the family too.

The 1,250-square-foot pharmacy features a conventional drive-through window and a patient consultation room. They offer mail out and delivery service for those who cannot visit the store.

Walk through the door of Medicap and you will instantly feel welcome by a smiling face. The efficiency of how quickly your prescriptions is filled is one of their best qualities.

Medicap Pharmacy has Accumed automatic counting devices that match a patient's drug and its quantity exactly, allowing the pharmacy staff more time to spend on the needs of their patients.

The Oskaloosa Medicap Pharmacy was opened in 1986 by Dick Van Dyke RPH., Michelle's father. Michelle joined forces with him in 1999 until his passing in December of 2004. The Medicap Pharmacy image is built upon their founding principle that each patient deserves personal, professional care and low-cost prescriptions. Their convenient store location, state-of-the-art store design, instant accessibility to the pharmacist and innovative drive-through prescription window have helped the Medicap Pharmacy brand redefine the meaning of convenience and the delivery of professional pharmacy services.

The Medicap Pharmacy system began with the opening of the first retail store in Des Moines, Iowa, in 1971; then called the Medicine Chest. This store served as the prototype for other Medicap Pharmacy locations to come, by combining several ideas into a concept that is

still basic to the Medicap Pharmacy approach to pharmaceutical care — patient care, convenience and savings.

As a result, the Medicap Pharmacy Philosophy of providing low-cost prescriptions with the personal care of a registered pharmacist soon took shape.

Medicap Pharmacies Inc. (www.medicap.com), which franchises independent community pharmacies in the U.S. under the trade name "Medicap Pharmacy," is distinguished for its commitment to providing expert, personalized health care. There are currently 180 Medicap Pharmacy franchise locations open in the United States.



photo provided

Medicap technician Erica Henkle helps a customer.

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OACDG Mission Statement

The Oskaloosa Area Chamber & Development Group promotes, improves, and enhances the business environment and quality of life in the Mahaska Community.

What is the OACDG?
The Oskaloosa Area Chamber & Development Group is a volunteer organization of business and professional men and women who have joined together for the purpose of promoting the civic, commercial, and downtown district progress of our community. OACDG works with businesses to make Oskaloosa and Mahaska County a better place to live and work.

What does the OACDG do?

- The OACDG works at bringing new industry and retail businesses to the area, ensuring a solid economic base for a bright future.
- The OACDG is a voice for the business and professional community on critical issues affecting our area.
- The OACDG is a place where plans and proposals for the community can be addressed, fine-tuned, or researched so you know all the facts.
- The OACDG is a group of committees working hard at meeting the community's business needs. In short, we work for you and with you to shape our future.
- Only member's names are given when the OACDG office is contacted for referrals.
- Only member businesses are included in the "Welcome" packet when new residents and visitors ask for information.
- We sell your city and county, your products and your services every single day of the year.
- We provide tools to boost your profits with research, statistical data and educational seminars.
- We make sure your voice is heard on local questions and legislation which may affect your business.
- The OACDG is a rallying point for many civic movements whose objectives are to benefit the entire community.

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Send condolences and messages to families
via the obituary link on our web site.