



Providing the highest quality products and the highest level of service to active duty service members, veterans, and their families—Tactical Rehabilitation Inc.

Rugged terrain and extreme climatic conditions such as rain, heat, and cold are only a few of the challenges service members routinely deal with in the field. Military personnel can't choose their area of operation, so their equipment must be suitable and field-tested for all situations.

When the Army sends soldiers into harm's way, it promises that if those soldiers fall sick or get injured, the Army will do everything possible to save and restore their lives. In recent years, military leaders have honored this assurance by placing the most sophisticated health care equipment and providers as close to the front lines as possible.

Today's military medical system has two primary goals, which can at times be in tension with each

other: first, to provide medical care and support for military missions at home and abroad, including in combat; and second, to provide peacetime healthcare to service members, their families, and retirees.

Unfortunately, this system is not currently accomplishing either of its two primary goals sufficiently. Patient satisfaction and quality of care are consistently lower than civilian benchmarks. The military medical workforce is optimized for the patients they serve at home, not the patients they would serve in combat. A military health care system that better supports the operational mission and also provides better care for service members and their families are possible.

Tactical Rehabilitation is one of the best healthcare companies serving active, off-duty, and retired service members and their families. Tactical Rehabilitation is a full-service DME company whose mission is to serve those who serve our country. Tactical Rehabilitation provides the highest quality

products and services to active duty service members, veterans, and families. All of their products are battle-tested, having been used by service members deployed throughout the world.

In conversation with David Marr, the Founder and CEO of Tactical Rehabilitation Inc.

Can you take us through the company's journey from its beginning to where it unwaveringly stands today?

I founded Tactical Rehabilitation on an unwavering set of Mission, Vision, and Goals. Our employees, patients, partners, and doctors embrace providing the best possible care to each and every active-duty military personnel, military spouse, and the military retiree who can count on us. My initial goals were simple: provide the best possible service, solutions, and products with the best possible patient care.

The company initially opened in 2013 after I identified the gap in solutions offered to the

military and what was needed. My- determination to provide the best possible care led me to partner with the best DME product providers in the industry and bring them together under the Tactical Rehabilitation umbrella to bring better solutions and improved offerings through the industry-leading Tactical Rehabilitation Experience to ensure all service members and their families are “Service Ready” and their medical solutions focus on healing, not simply slowing a patients degradation of their condition. These have always been essential distinctions to the entire team at Tactical Rehabilitation.

As a result of our unwavering focus on our patients and our mission to serve them, Tactical Rehabilitation has grown to provide multiple service models enabling US-wide coverage with expansion efforts abroad.

How do you make sure your services meet the highest standards all the time?

At Tactical Rehabilitation, we constantly review every aspect of our business. In all that we do, our Executive Team, Business Council, Compliance Council, Management Teams, and Employees are always looking to improve our service through methodical collaboration and planning with the entire company, so we understand the positive impact of our proposed changes and work to minimize any side effects to change.

Most importantly, we ask our patients to review us, and with thousands of 5-star reviews and countless success stories, our patients tell our story better than anyone.

Please walk us through the technology that made Tactical Rehabilitation possible.

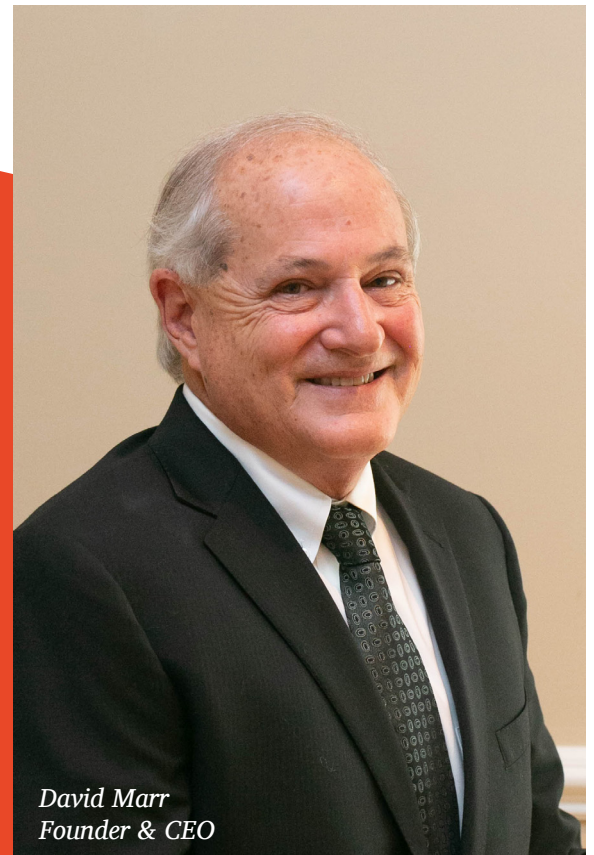
Tactical Rehabilitation has innovated using patient-engaged technology with our patient care specialists. The most significant focus has been to engage patients in the modality they are most accustomed to in this modern digital era, seeking their review of our team and ensuring their online scheduling enables quick and easy access to our patient care specialists and getting them on the road to healing.

This is important as Tactical has been very active in getting patients in to be seen within the first 24 hours of need. While the timeline for patients to be seen is always in the patient’s hands, Tactical Rehabilitation has always strived

Serving military service members and their families through dedicated medical equipment

David Marr is the Founder and Chief Executive Officer of Tactical Rehabilitation Inc. He has over thirty years of experience working in the Healthcare industry. David founded Tactical Rehabilitation in a modest 640 square foot storefront in 2013 with a simple mission to “*Serve those that Serve*” and honor those that protect our nation’s freedoms with the best possible health care solutions available.

With David’s long-standing commitment to serving others in law enforcement and other early pioneering DME providers growing their patient success each year, it is easy to see why the military and industry welcome Tactical Rehabilitation’s down-to-earth approach to ensuring the best in healthcare to our servicemen and women.



David Marr
Founder & CEO

to get patients in as quickly as possible to enable the right healing solution to be engaged with the patient to return to Service Ready Status as soon as possible.

On the inside, much of Tactical Rehabilitation's internal systems are exciting, each in their own right to ensure the company's efficiency and a smooth process for patients. One of the most exciting patient technologies is with our partner Sole Supports Orthotics, the leading brand of custom orthotics. All patient casting is rendered in a 3D model and digitally encrypted and transmitted right to the shop floor for production. Both the patient care specialist and molding technicians on the shop floor can consult as needed to ensure the best product quality. While turn-around time is generally less than two weeks from the initial visit to

under a patient's foot, it can be done in as little as 48 hours. With most providers taking months to see a patient and three or more months to deliver a solution, that gives Tactical Rehabilitation patients a 14-16 week head start in healing in most cases. This is what unparalleled service is all about.

COVID is here to stay. How did you pivot your business model/operations to better suit the current conditions?

Tactical Rehabilitation saw no reason to pause or slow our response or service when our competitors choose to slow or stop seeing patients. Our goal is to stand by the needs of our patient and doctor community, and during COVID, we have grown faster than ever. The reason is simple—our doctors now will always be

there to provide the best quality service... always!

What lies ahead for Tactical Rehabilitation? Any new services in line?

Tactical Rehabilitation is always looking at new service lines, testing new products for previously untapped solutions that meet our quality standards, and seeking new or improved product portfolios. This will help us serve our patients more thoroughly.

We, of course, are always seeking to be closer to our patients as well. As we grow, our desire to be as close to our patients as possible and the best strategies to reach smaller communities of patients is an integral part of our ongoing strategy as we continue to expand.



Kevin MacRitchie
COO

“To serve those who serve our country”
