

Statements and explanations credited to Dr. William Cooper:

- Turn Key's goal is to provide the highest level of care pursuant to the client's budget. Turn Key is not always the lowest bidder, but the company continues to expand because of the quality of the care provided.
- Turn Key strives to reduce medical costs and improve the quality of care by identifying and treating chronic conditions and providing treatment before emergency care is required.
- Turn Key is constantly working to build on the quality of care it provides. Turn Key trusts in its front-line healthcare providers, it values input from its correctional partners, and Turn Key investigates sentinel events and incorporates lessons learned to improve outcomes.
- Turn Key rarely, if ever, reduces staffing when it acquires a contract and takes over the responsibilities of providing healthcare in a correctional facility.
- Turn Key maintains an on-call team that has doctors, nurses, and mental healthcare providers who are available 24 hours a day, every day of the year.
- Many pharmaceuticals, including Ativan, are controlled substances that are addictive and prone to abuse and use as illicit currency in a correctional setting. Therefore, access to controlled substances is closely moderated.