



Mass. General West Medical Group
40 Second Avenue, Suite 400
Waltham, Massachusetts 02451

Adult Medicine: 781-487-4350 / Fax: 781-487-4351
Pediatrics: 781-487-4340 / Fax: 781-487-4341

November 1, 2007

Jerry Dempsey, MD
75 South Shaw Lane
Fort Thomas, KY 41075

Dear Dr. Dempsey,

I am writing to offer feedback regarding your CADUSYS voicemail system and the difference it has made for our practice.

During the seven years that I have worked for Mass General West Medical Group, we have employed at least three operator-assisted answering services. None of them were able to deliver the quality service that both patients and providers require and deserve.

Since adopting CADUSYS as our answering service six months ago, the results have far exceeded any expectation. In fact, the most skeptical physician in our group has become the greatest supporter of CADUSYS. She strongly believed that removing the human factor would negatively impact everyone. On the contrary, CADUSYS has ensured prompt responses, eliminated hold times as well as paging errors, and greatly reduced unwarranted pages. Our providers also appreciate the choice to receive calls on their cell phone, home phone or pager, and to re-route calls at their convenience.

Additionally, we have been more than impressed with the personal and prompt attention that you have given us. Because your system is reliable and easy to use, there has rarely been occasion to contact you. However, should the need arise we know that you're always available, even for the smallest of matters.

Your service has proven to be the answer that we were looking for. I would recommend your service without hesitation, and would be happy to discuss our experience with any potential customer.

Sincerely,

Lisa Bigwood
Practice Manager