



# Eastern Hills Internal Medicine

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Mr. Gerald Dempsey, President, Professional Voice Messaging, Inc.  
75 South Shaw Lane  
Ft. Thomas, Kentucky

Dear Jerry:

It is my pleasure to give a recommendation regarding the voice messaging services that your company has offered us for at least the last eight years. When we changed from the Academy of Medicine live person, to your services, our costs immediately went down. In addition, patients were more satisfied because there was no intermediary between them and us, and all they had to do was call. The good news is that patient's still are amazed at how fast we can respond to their calls. Another reason we have stayed with PVM over the years is because you have been so reliable. My partners had previously been with Cincinnati Bell, and the system was always going down, making it less than reliable. A third benefit from my standpoint, is the ability to voice mail each other. This non-simultaneous conversation definitely saves time and it also allows me to contact a goodly number of other physicians who are also on PVM. I have given out my private voicemail number to selected doctors, radiologists, etc., when I need to get information right away. I find that this cuts through a lot of hurdles, and lets people get to me quickly. Also, the non-urgent messages allow me to leave voice messages at any time when situations arise. When I see somebody for my partners on the weekends and somebody comes in on a Friday night when I am on call, I can immediately leave a non-urgent message for them when the information is fresh in my mind and then they can get this when they check in on Sunday night. Fourthly I find the ability to copy and forward voice mail messages from either difficult patients, or radiologist reports, or difficult labs, or whatever, that it saves me time, and my partners can actually hear the information right from the horse's mouth.

In summary, I have found PVM over the years to be very beneficial in terms of a time saving maneuver, initially a cost saving maneuver, although I have not priced competitors out in some time so I can't say if that is the case anymore, but clearly you have been extremely reliable over the years and that is very much an added value for us.

Sincerely,

David G. Wilson, M.D.

DGW/jm

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Primary, Preventive, and Consultative Care