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Dr. Jerry Dempsey
Professional Voice Messaging
7-30-02

Dear Jerry:

I don't believe it would take long for any doctor to tell you where they waste the most time. They just can't get information in a timely fashion. Where is the old chart? Where is that discharge summary? What was the test result? Can you get them on the line?

Efficient information exchange should be the highest priority of any healthcare enterprise. It serves doctors well in more ways than the obvious day to day office and hospital rounds. In Kentucky in 1993 and 1994, we were broad-sided with a huge tax and onerous healthcare reform legislation. While we were caring for patients, others were plotting our future. But we needed to act as one voice. We accomplished this through your voicemail system. It allowed many doctors in our region to obtain instant communications from one source about ongoing legislative efforts, thus permitting multiple phone calls and messages to be delivered about healthcare topics from busy doctors who never before had the ability to respond so quickly and with such organization. It was very effective. We still use broadcast voicemail for this purpose.

Day to day, we have found your system to be the best method for communicating with hospitals, our answering service, and for communicating with other doctors. We can leave voicemail messages for our partners about patients seen on call, or to summarize their case before a return office visit. We can use the system to get results from the hospital, and most importantly, we can communicate with doctors from other groups about consults and referrals without having to waste either party's time waiting on the phone line.

Your service has clearly assisted our healthcare community.

Best Regards,

James P. Farrell, MD

A handwritten signature in black ink, appearing to read "Jim", written over a horizontal line.