

INFECTIOUS DISEASE CONSULTANTS, INC.

QUAST MEDICAL BLDG. • 2900 CHANCELLOR DR.

CRESTVIEW HILLS, KY 41017

859/344-1512

ALAN I. COHEN, M.D.
ROGER E. TELLER, M.D.

DORA V. SAVANI, M.D.
ALLISON KELLY, M.D.

March 12, 2004

Jerry E. Dempsey, M.D.
3955 Alexandria Pike
Cold Spring, KY 41076

RECEIVED

MAR 18 2004

Re: Voice Mail System

Dear Jerry:

I thought I would leave you some comments regarding your voice mail system and our offices' interaction with it. As you are aware, we are a busy infectious disease practice in Northern Kentucky who runs inordinate numbers of calls, especially on weekends and nights. In this regard, we have found the voice mail system to be unusually useful and far exceeding that of a human answered system. In regard to voice mail we are able to get physicians, nurses, and patients to leave in their own voice specific inquiries, questions and lab, such that we can respond immediately if necessary. In addition, this allows us easily to communicate with referring physicians via the voice mail, our impressions of a given patient and to communicate if necessary with multiple physicians at the same time without having to call each of their offices and sit on the phone. In addition, a useful tool has been delayed message delivery. In this regard the person on call is able to take care of various patient concerns and issues and then leave a message at the time that the problem is being handled, such that the partner whose patient it is, the next day will be able to get complete information as to decision making at that time, including the original message by using delayed messaging. This prevents potential loss of information which maybe critical to patient care and gives immediate feedback to the physician who was off, as to the condition of a given patient when he returns on call the next morning. In addition we will use this service as a reminder of various patient issues that may need to be dealt with later in the day or in the next week or two such that the beeper is set off at the appropriate time allowing for resolution of the question without it being lost in a sea of papers. It is a nice medical legal tool in that it allows us to document after call information that our partners may have done in regard to patient care.

Obviously, the ability to use attachments of information given by one physician to pass it on to another physician in our group has always been immensely helpful. We find the service easily accessible, always up, without busy signals which was a major problem with our prior human answering service.

Lastly, the ability to set a call schedule easily and for the physicians' themselves rather than the office staff to change that call schedule at any time via an outside phone and not requiring us to come to the

office has allowed tremendous flexibility for physicians who may need to change their schedules at least minutes, due to family or social matters. This system is seamless and the patients' concerns are related to the appropriate physician caring for his partners' patients. Messages aren't lost. At the same time it allows our secretary to have lunch with non-urgent messages going to her mail box and critical messages being referred to the person on call immediately. As we have mentioned before, the system appears to improve and evolve nicely over time and is a good value and a welcome addition to patient care.

Sincerely,

A handwritten signature in cursive script that reads "Alan I. Cohen, M.D." The signature is written in black ink and is positioned above the typed name.

Alan I. Cohen, M.D.

AIC/pgs