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*Offices also in the communities of  
Batavia, Harrison, Hillsboro, Lebanon,  
Mason, West Union and Wilmington, Ohio.  
Batesville and Lawrenceburg, Indiana.*

March 16, 2004

**Jerry Dempsey, M.D.**  
7575 South Shaw Lane  
Ft. Thomas, KY 41075

Dear Jerry:

It is my pleasure to send this letter to you about Professional Voice Messaging (PVM). Your voice mail service has been a "must have" for at least 10 years in my life. When we formed Ohio Heart in 1985, it was the "glue" of communication that held us all together. It still provides the only method that I can conceive of where we can contact 40+ different doctors in 5-10 geographic locations at once and with which we can communicate back without having to hang up the telephone. Nothing equals it. Voice mail services from Cincinnati Bell and other providers have been woefully short. Your attentiveness has been next to none.

I would, without any hesitation, recommend this service to any and all physicians for paging and communication. Our experience has been nothing but excellent.

Sincerely,

Pete L. Caples, M.D., FACC  
PLC/ekn

t: 03/18/04

# The Ohio Heart Health Center

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[www.ohiohearthealth.com](http://www.ohiohearthealth.com)

November 16, 2004

Dear Colleague,

I am writing to provide an unsolicited endorsement for Professional Voice Messaging, Inc (PVM). PVM has been crucial to successful communications within my organization.

- PVM provides near instantaneous communication between our physicians and staff and to our referring physicians who also use this system by eliminating “phone tag”. Hours are saved and the possibility of forgetting to communicate is eliminated when the result of the cath lab procedure or the diagnostic test can be relayed instantly to the referring physician by voice mail, or the transfer of patients for the weekend can be left on the voice mail for the partner.
- Group mailboxes facilitate speed dial “push button” communication to all physicians as well as to specific subgroups such as individual offices, interventionists, electrophysiologists, board members, etc. By listing multiple voice boxes on our “all call” recorded message, callers can access the Ohio Heart physicians on call for specific hospital locations or for specific services (electrophysiology, congestive heart failure, etc.)
- Furthermore, with PVM the voice paging system for the doctor on call can be tied into the office phone answering system for patients and doctors who call the office at off-hours. As you can imagine with 40 physicians, 5 major office locations, and 14 clinics, communication is the lifeblood of our organization.

Finally, I can personally attest to the responsiveness and prompt personal attention provided by Jerry Dempsey and his staff for the extremely few system problems that may arise. Professional Voice Messaging, Inc has been a valuable asset to the Ohio Heart and Vascular Center.

Sincerely,



Dean J. Kereiakes, M.D., F.A.C.C.  
C.E.O & Director of Ohio Heart and Vascular Center  
Medical Director Carl & Edyth Lindner Center for Clinical Cardiovascular Research and Education.