



p a t i e n t f i r s t
P H Y S I C I A N S G R O U P

Donald Saelinger MD
CEO
Patient First Physicians Group
Corporate Center
334 Thomas More Parkway
Crestview Hills, Ky. 41017

525 Alexandria Pike

Suite 300

Southgate, Kentucky

41071

PH 606 781 2210

FX 606 781 0289

August 10, 2002

Jerry Dempsey MD
Professional Voice Messaging
75 South Shaw Lane
Fort Thomas, Ky. 41071

Dear Jerry:

The purpose of this letter is to provide comments about the Cadusys Professional Voice Messaging System.

Patient First Physicians Group has used this system for nearly 20 years, and most of that time, as its exclusive communication system. Professional Voice Messaging allows our 60 doctors and staff not only to communicate with one another but also to communicate with the majority of other physicians in our area, as most of the area physicians are on this same system. In addition, all of the 13 sites of Patient First use PVM as its sole answering service system for after hours and weekends.

We have found PVM to be reliable and efficient with essentially no "down time". Occasionally, there are short periods of downtime as soft ware is upgraded but these times are announced in advance and are brief and are scheduled for times of minimal inconvenience.

Personally, I use it for other functions such as a wakeup call whether in town or out of town, to store important messages for later attention, and as leader of Patient First, to send to all of the doctors at one time, important information about the activities of the group.

In summary, I support your PVM system and appreciate your constant attention to every detail of service. Our patients well being, satisfaction and quality medical care depend on the efficient, reliable operation of PVM, esp. when our offices are closed. Your service has met and exceeded our expectations.

Sincerely,

Donald Saelinger MD
CEO
Patient First Physicians Group