

January 13, 2009

Dear Hank,

I am pleased to write this letter of thanks for your outstanding work with Genesys Ambulatory Health Services. Please feel free to share it as a letter of recommendation. I would also be pleased to act as a reference for ReliaTechConsulting.

The challenge was an urgent and diplomatically sensitive need to return more than two dozen PHO ambulatory programs/practices to central management by the medical center. You clearly understood the operational complexities of this change and rapidly built the managerial relationships essential to completing it successfully. I was especially grateful for your willingness to take on the oversight and documentation of the numerous challenges in our special auditing and patient billing project – a task that was never officially your responsibility. Nonetheless, you stepped up to that leadership vacuum. Through your identification of gaps and inconsistencies, we were able to respond to issues before they became major problems, allowing us to capture significant revenue.

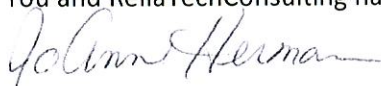
Your thorough and diplomatic efforts helped us understand more clearly what it would require to provide PM/EMR system services to our physicians. This helped our hospital leadership arrive at a realistic and economical strategy. Your analysis also helped prevent serious negative impacts to one of the programs, the leadership of which was particularly grateful for your success in getting the PHO to continue supporting their case documentation application. I was especially grateful for your evident ability to orchestrate resolution to complex issues without significant intervention by our leadership.

Your careful negotiations with the PHO resulted in the maintenance of all key IT services. You also secured the only detailed service agreement we were able to get in writing during this period. Your work resulted in significant cost savings.

I found your technical and managerial counsel very valuable. You are one of those rare individuals who can offer balanced solutions which address needs in both the business and IT sides of an organization. You work smoothly with staff and leadership at all levels. Your ability to explain complex technologies, clearly and simply, is a great help to those of us on the business side. And I understand that you also can explain the business side to the technical people.

And of course, your persistent good humor and positive outlook help people through the challenges that are a regular part of any project.

You and ReliaTechConsulting have my best wishes for continued success.



JoAnne Herman, RN  
VicePresident, Physician Services and Clinics