



## GOODLETTSVILLE PEDIATRICS, P.C.

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MedInformatix  
5777 W. Century Blvd., Suite 1700  
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Dear MedInformatix,

It is with pleasure that I sit down to write this letter of reference for your product as well as for your company. I work with Goodlettsville Pediatrics, P.C. as their Practice Administrator. We have on location, seven physicians, and thirty-four users. On average per month we see 675 patients in light season and 975 patients in busy season. Our average patients per day are about 135 in light season and 180 in busy season. We Provide a full spectrum of general pediatric care. We have a comprehensive laboratory with experienced phlebotomists and lab techs to draw blood, do cultures, ect.,... Our nurses perform Audiometry (Hearing) Booth Testing, Vision Screenings, and Tympanometry (Middle Ear Testing). We provide a number of other services including immunizations, Sports Physicals, School Physicals, Developmental Testing, Prenatal Consultations, Age Appropriate Physical Exams. We staff our phones with live operators normally staffed by nurses, provide primary insurance claims filing and complimentary patient billing.

We used Medic prior to using MedInformatix. The physicians hired a computer specialist and he recommend that we find a system that was Windows NT based, and that is how they arrived at the decision to purchase MedInformatix. I am not sure how long they looked (I was not here), however, I know that they had to make a decision quickly because they were starting up the practice from nothing and had about a one month window to do that.

We utilize the system pretty heavily from our perspective, however, we know that there are other ways that we could do more, and thrive on that fact. The system is so flexible and user friendly that it is very easy to train our new employees. We absolutely love the collections module. It has been a very good tool in our practice's financial operations. We have an unheard of "days in A/R". We average currently 28 days. Our accountant has worked with physician practices for years and when she saw my reporting she said it had to be a mistake. She audited us and came back with praises of our billing office to the board of Goodlettsville Pediatrics, P.C. When the board members relayed the praise to the billing team, the staff said that they attribute it to the ease of the collections system with MedInformatix. They literally touched every account every month with the tickler that is provided in the module within MedInformatix. We have steadily increased our monthly collections rate and consistently met our collection goals.

I really think that, with the help of the support staff at MedInformatix, we will have an integrated system that other offices will look to as "a model of how it should work". The flexibility of the system is amazing. I can sit down with Melissa Little and tell her what we want and how we want our operations to flow. She can, most of the time, quickly give us the tool to do it with! That is exciting to me! I have had good experience with the support staff from California as well in the last year or so. They are very responsive to me. I can recognize their voices when they answer the phone and they usually know who I am before I have to tell them as well. It's a good feeling to know that when I call, I don't have to start from scratch every time I have a problem.

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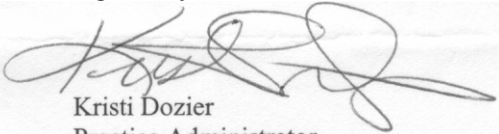
M. Catherine Dundon, M.D.  
Dina H. Mishu, M.D.

Patricia F. Robinson, M.D.  
Beverly A. Frank, M.D.

M. Heather Johnson, M.D.  
Sara J. Patterson, M.D.

I know for a fact that MedInformatix has made great strides in improving their support and efficiency. I appreciate your hard work for me, as well as your patience with my impatience at times. Good things do not always come easy and I cannot say that there have not been bumps in the road. There always is with change. However, you have not turned a deaf ear when I needed to speak out, and I appreciate that. My comments and recommendations have not gone unnoticed.

Respectfully,



Kristi Dozier  
Practice Administrator