



PHYSICAL REHABILITATION
SERVICES

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October 14, 2013

Mr. Mike Meldrum, President
Complete Communications, Inc. of Michigan
Voice and Data Technologies
44265 Groesbeck Highway
Clinton Township, MI 48036

Dear Mike:

I'd like to take a minute to say thank you very much to you and your staff for helping to make the transition to our new Panasonic telephone system here at Center for Physical Medicine and Rehabilitation so easy.

The telephone system is our life-line to our practice and we had a very old system with very limited features. The old telephone system did not allow for easy access for our patients, physicians or outside customers. It was imperative that we implement a system that is more conducive to providing better technology and easier access to our practice.

After struggling with our telephone dilemma for more than a year, I was so thankful when Sue Delinski and Pat Barna gave me your name and telephone number. When I called, you immediately set up a meeting with me to present the product and our options. I did not want our doctors to have a huge capital outlay and we were able to work out an option whereby costs were contained to a monthly payment and it was less than what we had been paying. The presentation was informative and covered everything I was concerned about. You were patient and answered all my questions over and over again, but I had to make sure I was making the right decisions for our practice and you helped me make those decisions.

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The preparation for the go live was so organized. Brian was here for the entire week of our go-live. Brian met with myself and our coordinator for about a hour his first day in the office. We discussed the needs for the "phone tree" and he informed us what the process for the week would entail. Again, he was so patient and answered all our questions. I fully understand when one does telephone transitions for a living, it is very easy for the consultant. For those of us who have not transitioned telephones before, it isn't so easy.

The mechanical room was prepared, all the new phones were at the stations where they belonged, all the messages were recorded ahead of time and Brian did an outstanding job training each associate on Thursday of the go-live week complete with a reference handout. When the message came on Friday at lunch that it was time to transition phones, it took all of about 20 minutes to pull the old phones and hook up the new phones. Our associates were able to work seamlessly beginning immediately.

Brian and Joe (Joe came to help install on Friday) worked efficiently and timely. Brian was personable, calm, knowledgeable, answered every question with patience and kindness; he was a joy to have in the office.

I can't tell you how happy I am with this project and our new phones are simply wonderful. The associates like them, the doctors like them and once the patients get used to the new menu, they will like it too as it allows them much easier access. You and your staff did not only a great job but a professional job. Every expectation was met.

Thank you to all of you once again for all the attention and hard work on this project and for helping to make it very successful. I highly recommend Complete Communications. If ever anyone wants to observe our system or ask me questions, don't hesitate to have them call me. I am happy to help.

Sincerely,

A handwritten signature in cursive script that reads "Barbara L. Wingfield". The signature is written in black ink and is positioned above the typed name and title.

Barbara L. Wingfield, Practice Manager
Center for Physical Medicine and Rehabilitation
St. John Providence Health System