

REFERRAL LETTER FROM: PHOENIX WOMEN'S HEALTH, LLC

I would like to take this opportunity to recommend an outstanding business consultant to you. Valora Gurganious was hired by my company Phoenix Women's Health in Huntsville, AL in Oct 2012, and the changes she has implemented have streamlined my business processes and saved my company \$18,000+ within the first 4 months! Valora and her team at Doctors Management has educated my staff about best practices, organizational changes and created a practice handbook for more consistent policies and procedures. She helped the staff develop more effective ways to perform their daily work tasks. Her assistance with the selection of an EHR system (Healthfusion) allowed my practice to transition away from three uncoordinated systems to a single IT and billing platform.

Valora and The Doctors Management Team trained my staff in customer service, HIPAA and OSHA training. She even arranged for Team Building exercises, which motivated my staff and improved their job performance tremendously. She also reevaluated and made changes in the job duties of some of my staff's positions, which significantly improved the work flow in the office. The introduction of Quickbooks and Monthly Management Reports, by Doctors Management, have allowed for an orderly review of the financial health of this practice.

With Valora's assistance, a new website, logo, and business cards were created for the practice. Cost savings were achieved on supplies and equipment purchases through a GPO account coordinated by her. The practice was able to acquire affordable health, disability, gap and life insurance for the staff, which was a significant addition to the benefits package the practice is able to offer to current and perspective employees.

Valora's research and information gathering skills are surpassed only by her compelling presentation of findings and recommendations for improvements. She not only made suggestions for changes, but has been able to explain the reasons for the changes. The implementation of those changes have tremendously affected the quality of life for the staff in a positive way. She has identified new ancillary cash-based services that will lead to new sources of revenue, and is currently working with me on the logistics of adding these services to the practice.

It is my understanding that you are looking for a consultant to help you effect some changes that will have a positive impact on your company. I believe Valora Gurganious is the person who can make a difference with your company, and it has been a privilege to work with such an honest, dependable, caring and professional person. Please feel free to contact me should you have questions or want to discuss Valora's qualifications further. I can be reached at 256-990-9106 or via email at zandoc@phxwhllc.com.

Sincerely,

Zania Narcisse MD
President/CEO
Phoenix Women's Health, LLC