

May 18, 2007

Theodore Wickman, Director
American HealthCare Staffing Association
The Johnson Center
400 W. Front Street, Suites 201-202
Traverse City, MI 49684

Dear Ted,

I wanted to thank you for the many benefits we have experienced since becoming Members of the American Healthcare Services Association. At first, I did question the ease of the program as it seemed too simple. Now that I have worked with the association over the last year, I cannot imagine reverting back to the complex processes I used to follow.

Prior to joining AHSA, my colleagues and I were in the usual predicament of having to coordinate and negotiate contracts with multiple Locums staffing firms. We found that each time we voiced a need, there were not only numerous practice profiles to complete, but also many, many phone calls to take and an enormous amount of questions to answer. Locums agencies many times have multiple contacts within each specialty, making it a task in itself to keep track of whom to call for what discipline. Presently, when a need arises, I make one phone call to AHSA and fill out one practice description. AHSA then generates the need to an established pool of several of the industry's top Locums staffing firms. All the contract negotiations are also handled by AHSA, along with the peace-of-mind that the contracts are put into place to safeguard our facility, rather than take advantage.

Not only has our physician recruitment department greatly benefited from using the association, our credentialing department has also experienced the significant time savings and simplicity of using AHSA. No longer do our credential experts have to keep track of agency contract information and send out multiple privileges packets; AHSA is their one point-of-contact to send out the required paperwork and follow-up with the agencies, to insure the appropriate documentation is received in a reasonable timeframe.

AHSA also verifies the physician's timesheets and consolidates the numerous agency invoices into one Member Invoice. Once again, anytime there is a billing question, we have one point-of-contact, regardless of the Locums agency involved.

Thank you for the support you have provided to Munson Healthcare. I have been pleased to recommend your services to our many affiliated hospitals. Please feel free to pass along my contact information to any prospective new member hospitals or medical facilities.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Glicker".

Deborah Glicker
Director of Physician Services and Recruitment
Munson Healthcare
1105 Sixth Street
Traverse City, MI 49684
231-935-5890
dglicker@mhc.net