



Dear Osler Medical Patient,

We have exciting news to share!

On January 27, 2010, Osler Medical will begin using an innovative automated health management program designed to help us deliver better, coordinated, and more personalized care to our patients—inside and outside of the office. Our goal is to ensure that you receive the care you need, when you need it.

How the Program Works

This state-of-the-art, computerized program, called Osler Cares, will regularly track the medical care needs for those patients that have been identified or diagnosed with one or more of the following chronic conditions: diabetes, hypertension, high cholesterol, coronary artery disease, or chronic obstructive pulmonary disease and then send you a pre-recorded message when you are past due for an office visit, tests, or other services. We are sure you will like the reliability, the convenience and effectiveness of our new program.

Be assured that, because of patient privacy, we won't provide your detailed medical information in our messages. We'll request that you call our office and then one of our staff members will explain your recommended care.

Contact Us

We appreciate your patience as we implement this new program. If you receive a call that is confusing to you or if you think we called you in error, please let us know as soon as possible so we can address your concern or question immediately. Your records may be in need of updating. For example, we may find that we have a wrong birth date for you in our system or that your case doesn't fit the general healthcare rules your doctor has established.

Better Care

We are confident that by proactively reaching out to our patients through this new program, we will:

- Improve the quality of care we provide, leading to better health outcomes for our patients
- Strengthen the relationship between our patients and our providers

Our commitment to the wellness of our patients is reflected in this new program. We believe that you will find these reminders invaluable. And please pass along any suggestions you may have about how we might better serve your health care needs.

Sincerely,

Brenda K. Merchberger

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Chief Administrative Officer