

## Copley Hospital

528 Washington Highway  
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October 13, 2009

Mr. Harvey Sussman  
Executive Vice President  
Provider Reimbursement Consultants, Inc.  
5638 Patsy Ann  
Jacksonville, FL 32207

Dear Mr. Sussman,

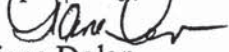
Thank you for the most recent internal ICD-9 CM medical record audit here at Copley Hospital HIM/Coding Department. When we were seeking out external consulting services I called other Vermont hospitals. Those contacted I learned have had a long and successful history of utilizing your services. My counterpart's recommendations for your services helped us decide to call upon you for our audits.

Upon Kevin's arrival we held a kick off meeting to discuss the scope and objectives of the review. During the review there was positive interaction between Kevin and coders; which is a plus to have someone onsite for discussions and resolution of many areas of coding. The educational services provided while onsite were invaluable; checking our compliance with established guidelines, policies and procedures. We found Kevin very accommodating to our questions and he provided guidance for every step needed. The initial findings and recommendations were presented at the closing session which Administration attended along with the coders. The discrepancies found during the review were discussed therefore offering immediate education to the coders.

My staff certainly appreciates knowing they have a contact that 'knows his stuff' and offers acceptable turn around time when emailed or called for guidance.

We look forward to our working relationship with PRC throughout the term of this agreement.

Respectfully,

  
Diane Dolan  
Director HIM  
Health Information Management Dept  
Copley Hospital

Cc: Mr. Kevin Herschkowitz, RHIA  
Senior Consultant PRC  
Barry Schultz  
Vice President, Marketing

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