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Dear Sir or Madam:

Medfusion has a very exciting product, especially given my business model and care philosophy! My goal as a family physician is to create a practice that incorporates the best of traditional medicine with state of the art technology. My goal is to have a practice where advanced technology is utilized to offer tailored care and communication, as well as time savings for everyone. Medfusion's secure communication features have helped me to achieve these goals.

We have focused recently on using the website to reduce our phone volume. Patients can login to our website to complete things for which they would normally call the office. Currently, patients can pay their bills online, request appointments, and complete Symptom Assessment. Additionally, new patients can complete pre-registration and established patients can retrieve their lab results. Communication through the web improves efficiency in my office. My patients have had extremely positive feedback about these features!

Please visit my website at [www.karensmithmd.com](http://www.karensmithmd.com). Medfusion has certainly helped me provide a higher level of service and offer additional resources to my patients. I have been very satisfied with Medfusion and look forward to the impact their services will have in my practice in the years to come.

Sincerely,

Karen L. Smith, MD  
[www.karensmithmd.com](http://www.karensmithmd.com)