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[www.macfp.com](http://www.macfp.com)

July 12, 2005

Dear Sir or Madam:

As the Administrator for a family practice in Cary, North Carolina, I am very pleased to recommend Medfusion. Medfusion was exactly what we were looking for when we wanted more than just a web presence. We are now able to offer our patients convenient, secure, web-based features, including online new patient registration, prescription renewals, appointment requests, lab results and symptom assessments. Our patients get excited when they learn that they are able to communicate with us at their convenience via our website. This avoids being on hold, leaving messages and playing phone tag.

We place a lot of value on the pre-registration feature for our new patients. It routinely takes a patient ten to twenty minutes to fill out new patient paperwork. With the online pre-registration feature, the patient can complete the forms at home prior to their appointment and at their convenience. This streamlines the check-in process upon arrival. The patient checks-in, the nurse takes the patient back for their vitals and the doctor actually starts on time. Additionally, the patient's information is legible which allows the doctors more time to spend face-to-face taking care of their patients' needs. It is convenient and cost effective for the doctor to refer their patients to our website for educational information for their specific problems.

We have been extremely satisfied with Medfusion's product, level of service and support. Medfusion made the entire process of building our website fun, exciting and painless. I highly recommend them for your web presence.

Sincerely,



Tracie P. Maeder  
Administrator

Donald C. Brown, MD

Robert S. Watkins, MD

Julie M. James, PA-C

Kristin Rider, PA-C