Testimonial Letter from: Joseph Kurnath, M.D.

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My introduction to Dragon Medical speech recognition software began when I worked with it as a transitional medical services provider at The Friendly Home, a skilled nursing and rehabilitative care center for older adults. During our contract there, my team and I were impressed with how easy Dragon Medical was to use and how it was integrated with their electronic medical records system. We found that throughout our association with The Friendly Home, our experience with Pam Gratzer's Mindware Connections team was outstanding. They were always responsive to our needs whether we reported a major or minor issue with user files, system compatibility or any aspect of the Dragon adoption.

Now, almost two years later, we are celebrating the success of our own implementation of Dragon Medical at Partners in Internal Medicine here in Rochester where we serve more than 15,000 patients. As a result of the outstanding training, support, and ongoing customization provided by Mindware Connections professionals, we are now fully adapted to Dragon Medical and rely on it daily.   It has reduced our turn-around time as our notes are available immediately, and the accuracy and readability of our patient notes has improved dramatically. Further, and more importantly, it has enabled us to effortlessly integrate our computer user files and our EHR system to the Dragon speech recognition software with each new version. The Mindware Connections' team makes this easy. Within a week of its original installation, we were at 90% accuracy right out of the box and close to 95% at the end of the first week. Then, their in-depth training continued with the personalization of our personal usability profiles. We were able to create templates for our voice, tone, the speed of our words, and the specific vocabulary that is required to create a customized directory of phraseology that streamlines the way Dragon works for each individual physician.

Dragon Medical has completely eliminated the cost and time associated with traditional dictation and transcription of our patient notes and medical records so today our practice is thriving and reflects the additional time and attention we are able to focus on our patients in the delivery of improved treatment paths and even better patient care.

Finally, our relationship with Mindware Connections began with our positive experience at The Friendly Home and continues today because of their superior product knowledge and

expertise, their attention to detail in meeting our new requests, and their creativity with developing our evolving solution. We recommend Dragon Medical to any medical colleagues we work with and highly encourage them to call Mindware Connections to learn how speech recognition software can change the way they do business.

Joseph Kurnath, M.D.

Partners in Internal Medicine