

August 14, 2001

To: Sierra Health Services Care Coordination Management

First of all; let me say this project has been a fantastic success! The credit goes to the Doctors, Nurses and staff in your area who did all of the work with DBMS to implement the new system in record time and without incident.

As you all know, we had reached a point where we had demanding requirements that exceeded the existing systems capabilities. These requirements were driven by both in-house requirements and the demonstration requirements dictated by the Clinton administration's high standards and new goals in the multi-billion effort to raise the standards for and improve the outcomes of patient care.

Our systems were not prepared to handle this new era of care coordination. However, the DBMS system has proven to provide the processing required and exceed our expectations. As a result, patient care has improved.

As your management has told me; the ICMS system from DBMS has also enabled and empowered all of your staff to work more efficiently, communicate more effectively and, most importantly, improve the delivery of care that matches or exceeds the requirements of the Clinton administration's future goals.

In addition, DBMS was able to interface with our existing systems so that we did not have to duplicate data or processing. It made full use of existing data to prepopulate screens and reduce effort on the part of your staff. This has resulted in less effort on your part and less use of computing resources on our part. The end result has been a system that has great response time and reduced computing expense.

This is an exciting time in the new era of care coordination and SHS has been the first company in the nation to deliver these capabilities enabled by the DBMS software. And we all know that the best part of this whole combined effort of people and technology is the improved outcomes for the patient. That is what our goals and business is all about.

We have already had many queries about the system and we look forward to helping our good neighbor, the University of Nevada implements the system also.

Thank you for all your support and let me know how else my staff may assist you in your technology requirements.

Dennis C. Passehl

Director of Systems and Technology
Sierra Health Services