

January 29, 2001

To Whom It May Concern:

Larry Schoff, President of Doyen Consulting, Inc., called me last week and asked if I could compose a letter of recommendation. Because of the successful relationship River Region Medical Center has had with Doyen Consulting, Inc., I told Larry I would be happy to write one.

When Larry and I first spoke in March, 2000, he told me that his consulting firm was "different". Of course, my next question was, "How so?" Larry's answer, "It's in our Mission". So the next five minutes or so, we discussed the Doyen Mission statement with regards to "...honesty and integrity..." and what it means to Larry and myself. Although the mission statement was quite interesting, the bottom line was that River Region didn't have any need for consultants at that time.

As the months passed, Larry kept in touch and our discussions tended to become more strategically inclined. I found Larry to be a competent and knowledgeable individual with respect to healthcare informatics. At the end of one of those discussions, I had asked him if he had an HBOC Patient Accounting resource to assist us with system maintenance, to maximize our revenues. The next day, I received a very professional and well thought out proposal from Doyen Consulting, Inc.

Contracts were drafted, reworked, and then signed. Our expectations were high! We wanted a consultant whom:

- Possessed expertise with the system
- Worked well with others
- Valued Quality over Quantity
- Was Flexible
- Valued others' opinions
- Was Honest

I can honestly say, that the consultant placed in our institution possessed all the above. Our experience with Doyen Consulting, Inc. has been one of a professional and trustworthy nature. The work performed by the Doyen Consultant exceeded our expectations. I look forward to continuing to build our relationship with Doyen Consulting.

As a Director of Information Services, I would highly recommend Doyen Consulting, Inc. as a business partner to those institutions who may be seeking assistance from a consulting company.

JB White, Director
Information Services
River Region Health System