

LIFEPPOINT HOSPITALS®

Thursday, August 04, 2011

Dear Victor

We have been pleased with the training and content you have provided to our facilities through the CreditWatch University Point of Service Collection training. The training has worked incredibly well in providing the staff with additional tools in order to pursue and improve point of service collections. Great job!

We have seen an increase in our point of service collections for the facilities that have taken part and an improvement in our customer service. Our representatives are motivated, talking to one another and the facility recovery results have improved over time.

Keep up the great job and many thanks.

Sincerely,

Joseph Gourley

Director Revenue Cycle

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