



**LAKE CUMBERLAND**  
Regional Hospital

*Leading the way to better healthcare.*

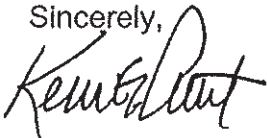
June 1, 2011

RE: CreditWatch University

To Whom It May Concern:

We recently utilized CreditWatch University for Collections 101, 201, and 301 training for our Admissions representatives to enhance our upfront collection efforts and increase results. CreditWatch University training provided us with a different view and approach to our upfront collection efforts by "selling" payment in full to our patients while keeping our customer satisfaction levels high. The on-site presentations with Victor provided excellent tips and role playing scenarios to promote Team Member participation and provided the added value we were looking for. I highly recommend any facility in the beginning phases of an upfront collections program to use CreditWatch University to help familiarize your staff with the proper techniques to secure payment in full while providing exceptional customer service to your patients.

Sincerely,



Kevin G. Albert  
Director, Patient Financial Services  
Lake Cumberland Regional Hospital