



**KNOLL
PATIENT
SUPPLY, INC.**

A Family Owned
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MedForce Technologies
410 A Route 59
Monsey, NY 10952

Re: Medforce Scan

January 18, 2005

Dear Esther,

I just wanted to let you know that we have finished implementation of Medforce Scan into our daily process. It was the most seamless project that I have had the pleasure of working on while at Knoll Patient Supply.

As the project manager I had convinced myself that I would be digging in for a lengthy stay. We developed a implementation group and discussed the background and the changes that we expected. We then had a practice day and discussion following. We then crystallized December 14th as the day that we would start scanning and move forward from that date. On the third of scanning we were already discussing backdating our files, three months ahead of what we projected.

Thus far the comments have ranged from "incredible" to "how did we live without this". The design of Medforce is very intuitive and logical. The filing cabinets make even our least computer literate person feel at home and comfortable with the system. The few things that our users had questions about, have been answered promptly and professionally usually within minutes by your support staff.

Home Medical Equipment dealers are looking for ways to do more with less, cut costs without cutting service and they are turning to technology for their answers. Accolades to you and your design team for the ability to capture a process, as intricate as Home Health Care in a software program. Take care and I look forward to working with you in the future.

Sincerely,


Douglas A. Stallbaumer
Controller/Knoll Patient Supply



THE **MEDGROUP** 

