



THE HEART CENTER  
OF INDIANA

February 19, 2003

Mr. Steven Graziano  
President  
Patient EDU, LLC  
37 Prospect Street  
East Longmeadow, MA 01028

Dear Mr. Graziano,

I am writing to commend Veritech Corporation/Patient EDU, LLC on its Patient Education System. We have used the system at the Heart Center of Indiana for approximately 3 months. I would like to share with you the positive results we have experienced to date.

Guest education and patient satisfaction are two of the most critical elements in the delivery of quality guest care. We have found that an educated guest is better able to share responsibility for decision making, prevention, diagnosis and the treatment of health problems. Further, an educated guest who has shared in the decision making process is more likely to have realistic expectations, comply with treatment regimens, and be more satisfied with their outcomes. The Veritech/GetWell system has provided an integrated resource to meet these needs by providing guest education that is professional, well researched, and easy for guests to understand and interact with.

The patient satisfaction survey tool on the network has provided us with real time guest comments, which we can act on immediately. The comments have been overwhelmingly positive. The guests have provided us with their views on the quality of the hospital and the exceptional guest education.

In addition, the economics of healthcare continue to force nurses to take care of more guests, thus spending less time educating the guests. The Heart Center of Indiana is striving to provide world-class care. To do this, we need to allow nurses the time they need to take care of the guest. The Patient Education System provides us with enormous assistance in meeting this key objective by essentially “automating” large portions of the time nurses used to spend educating guests. This saved time represents hundreds of thousand of dollars in savings to The Heart Center of Indiana and, more importantly, enables us to reallocate a good number of nurses to other clinical activities.

Another benefit of the Patient EDU/GetWell system is that it interfaces with the hospital admissions and discharge system. This feature allows for the automatic delivery of pre-selected education modules based upon the patient’s DRG. The patient testing module and all patient interactions are reported in real time to the patient record, which supports JCAHO requirements.

Mr. Graziano, in summary, we could not be more pleased with your system. Should anyone considering your system desire to talk with me, I am certainly available to speak with them.

Respectfully,

Carie Beard, RN, NPc, CNS, MS  
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