

***** ANNOUNCING UPCOMING CHANGES TO OUR CLINIC *****

September 9, 2014

To all our dear friends and clients:

We are excited to announce a few changes to Spokane Vitality Center. These changes will take place over the next few months and are part of a continued effort to improve our customer experience.

With pleasure we introduce the following enhancements:

- ◆ By the end of October we hope to move the clinical office to a new location here in Spokane, WA. We are currently sifting through our choices of local office spaces and will update our exam address as soon as we can.
- ◆ We are transitioning our paper files to an electronic medical record (EMR) system. This online system includes an online patient portal.
 - If you have not already, over the next month, you will receive an email invite from OnPatient. This will be your access to our new EMR. You will be able to update your contact information, view limited health data and, down the road, schedule your own appointments. This portal also allows us to send and receive encrypted emails for data security.
- ◆ On October 1, the website www.SpokaneTestosteroneDoctor.com will no longer be in service. We are working with another company to develop a more robust marketing website for SVC. In the meantime, www.SpokaneVitality.com will still be available.
- ◆ We also anticipate hiring someone to help in the office during the times Jackie is unavailable.

We believe these changes will greatly improve our clinical practice and customer experience. To support these efforts and to eliminate the growing collections issues we have been facing, we are also changing our pricing and billing policies as follows:

- As of January 1, 2015, existing patients may choose either of the following billing options:
 - Monthly payments of \$65, automatically billed to a credit. An authorization form will be available soon.
 - Annual payment of \$700, due by 1/7/2015.
 - Insurance statements will be provided at year-end (or upon patient's request).
- As of October 1, 2014, new patients will be billed \$150 for the initial appointment and then charged the existing patient fee as described above.
- Appointments will continue on a semi-annual basis.

If you have any questions, please do not hesitate to contact us.

Sincerely,
Dan Getz, DO