



Monarch Hospice & Palliative Care
Dedicated to Enhancing Quality of Life

February 1, 2005

Dear Mark,

I wanted to send you my sincerest “thanks” for all you, Linda and MUMMS have done to help me build my dream from the ground up. Being a devoted Hospice RN, when I decided to start up my own Hospice & Palliative Care Program I searched tirelessly for the absolute best electronic documentation system on the market. Many companies weren’t even willing to speak with a start up organization – not seeing the potential. None of that mattered once I came across the exceptional staff at MUMMS. Not only was I treated with the utmost respect, the MUMMS staff were genuinely excited to work with a new organization whose passion was apparent.

Our relationship has truly developed into a “partnership” which is so much more than I ever expected. From the wonderful programmers who did a beautiful job customizing our documentation system, to the hands on training and advice that Linda Smith provided in person at our office – everyone at MUMMS has gone above and beyond my expectations.

The truly best part of this story is what MUMMS did to help in our survey process. If you haven’t had the “joy” of experiencing State and Medicare Surveys you don’t know what you’re missing! Our State Surveyor spent hours reviewing our electronic documentation system. Not because something was wrong – she stated that the MUMMS System was “by far the best and most complete Hospice documentation program” she had ever seen. I’m very proud to say that we passed our Initial State Survey with ZERO deficiencies – which was a first in the state of Illinois! MUMMS played a huge part in our survey success!

We completed our three day Medicare Survey on 1/26/05. Upon arrival, the Medicare Surveyor told us that she had heard “wonderful things” about our electronic documentation system from the initial surveyor. On day three we had our exit interview with Medicare – receiving, once again, ZERO deficiencies!

We at Monarch Hospice & Palliative Care cannot begin to thank you enough for the enormous part you all have played in making our little dream a reality. Because we didn’t need to worry about our documentation system (PAS & CPC) we were able to focus on developing quality services and programs for our patients and families.

So I thank you again for all you've done and continue to do - assisting us in meeting our goals and making our dreams a reality.

Sincerely,

Gina J. Munao, RN, CEO

Monarch Hospice & Palliative Care
www.monarchhospice.com