



INTERMOUNTAIN HEALTH CARE

Accounts Receivable Management  
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Doug Nielsen Communications  
PO Box 150526  
Ogden, UT 84415

Dear Doug,

Thank you for all of your time spent with our Accounts Receivable Teams at Intermountain Health Care! I really appreciate your flexibility in presenting at the various locations over the past few weeks.

The feedback I've received from the Staff who attended our sessions has been extremely positive. I have actually received a number of emails and notes from Staff who attended that have indicated that they appreciated the message to "take life by the helm". One particular employee indicated that she went to the training session reluctantly thinking "another three-hour meeting", and left feeling energized and committed to changing the way she looks at the challenges in her life.

Your presentation is very dynamic and energizing. Your message of taking our lives by the helm is consistent with our goal of developing a culture that supports personal accountability and excellence. Thank you for making such a difference in so many of our Employee's lives and attitudes.

Sincerely,

A handwritten signature in blue ink that reads "Michael Jex". The signature is fluid and cursive, with the first name being the most prominent.

Michael Jex  
Director, Patient Account Services  
Intermountain Health Care Accounts Receivable Management