

CRAIG Y. SHIKUMA, M.D., INC.
INTERNAL MEDICINE

July 26, 2007

Mr. David R. Griffith
Administrator
Pacific Management Services, LLC
1380 Lusitana Street, Suite 608
Honolulu, HI 96813

Dear David:

At our last meeting with Dr. on July 11, we went over my mid-year report showing charges, receipts, #procedures/day, etc. The bottom line is that we are billing and collecting much more than in previous years...all while doing less procedures per day! Dr. added that he doesn't feel as hurried and tired as before. I then announced that after reviewing these numbers, I could only conclude that PMS is the difference. Your staff at PMS have been doing an outstanding job. I like computers and how they can make our work easier and faster. But I believe in the human element first. That is what PMS has given us...The rapport between your staff and mine and their ability to work together has really made a difference. Lily Decosta works with Mei (from my office) and together the charges are on time and accurate. The follow up done by your staff must be also adding to the increased receipts. The staff members from PMS that I have met thus far have all impressed me with their professionalism --and they are all truly nice individuals. I have known and worked with Amy for many years and have come to rely on her knowledge and support. I am also very thankful for the experience and training that Jane provides our office. I'm glad to know that Lori is there with her expertise. You should be very proud of the business office. Please express to them how they have made a difference in our office!

MUCH THANKS TO YOU AND THE PMS BUSINESS OFFICE,

Craig Shikuma, M.D.
Linda Shikuma