



Gaston Family Health Services, Inc.

August 12, 2011

To Whom It May Concern:

I am pleased to recommend Ms. Thomas as a presenter at your organization. Ms. Thomas came highly recommended to me, so I contacted her and invited her to present at our all employee meeting last Friday.

Our organization, Gaston Family Health Services (GFHS), is a community sponsored, family-centered provider of healthcare, health education and preventive care services without regard to the ability to pay. Present at our meeting were administration, MDs, dentists, mid-levels, pharmacists, LCSWs and all support personnel such as CMAs, DAs, RDHs, pharmacy techs, front office and call center. Ms. Thomas absolutely captivated the entire audience.

Having had 34 years experience in healthcare, Ms. Thomas is very well qualified to speak with credibility to this type of audience. She also has personal experiences from a patient perspective that she shares. Ms. Thomas draws upon both her professional and her personal experiences then uses humor to demonstrate both good and poor customer service. Ms. Thomas is able to weave concerns specific to your organization into her presentation without letting the audience know that she has been "clued-in".

I shared the below email received from an employee a couple of days before our all employee meeting.

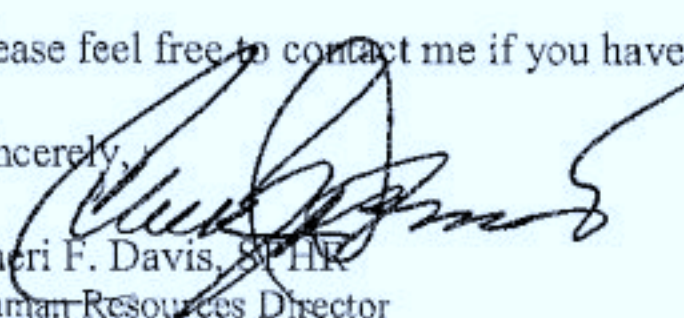
"I understand the basis for our meeting on Friday is professionalism. Please address some of the concerns I have in the work place. They are 1. personal phone calls (we only have x amount of phone lines outgoing and when someone is on a personal phone call for extended period of time we are unable to call back patients in a timely manner also texting and making personnel phone calls or receiving calls on our cell phones. 2. eating and drinking at work stations including front office. how unprofessional is that have a little consideration for patients that have not eaten for couple of days or are fasting for blood work or really sick. We all have a kitchen at our sites to do this on break You are suppose to eat breakfast at home not on GFHS time,3. Clean up you work areas this is not you home I picture of choice should be sufficient at your work area if you cannot remember what your family looks like or you're loved ones you might consider staying home If you feel the need to have those pictures please keep them in you wallet. work areas at the main office are horrible. Why have a personnel manual when no one abides by it EX. Uniforms no one is to wear solid black unless its a sleeve tank top accompanied by a lab coat. no black pants tardiness and absenteeism how do you have time off when no PTO however their seems to be no consequences for what ever you may do or not do. Internet is to be used for business not pleasure. and only one screen saver not a rotating one this is also address in the policy manual."

Ms. Thomas was able to address each one of these issues in a humorous fashion without anyone (except the person who wrote the email, who thanked us after the meeting!) thinking a thing of it. Ms. Thomas actually received a standing ovation at the conclusion of her presentation and I have received many positive comments from employees from every level of the organization on Ms. Thomas' presentation.

GFHS definitely will use Ms. Thomas in the future. She has the versatility to present on a number of different topics, molding it to suit your individual concerns and topics.

Please feel free to contact me if you have questions or would like additional information. I will be happy to assist.

Sincerely,


Cheri F. Davis, SPHR
Human Resources Director

Caring For The Future of the Communities We Serve

On the web @ gfhs.info or Phone: 704-853-5079