



Vernon Advent Christian Home

A community of caring you can call home

November 11, 2009

Dear Prospective Health Direct/Kinney Drug Client:

Vernon Advent Christian Home has been using the pharmacy services of Health Direct for over two years in our nursing and assisted living facilities. We have been very satisfied with their professionalism, service and delivery of product.

First I must say that Health Direct was excellent when unforeseen circumstances accelerated the implementation date of their pharmacy services by one month. Health Direct's staff stepped up with the necessary training and conversion of the drug delivery system to make the changeover trouble-free.

We have found all of the staff at Health Direct to be professional and very responsive to our communications with them. They have worked very closely with us to make sure our pharmacy needs are being met with regulatory compliance, insurance billing and cost containment. Health Direct has also helped improve our delivery of care through training in IV Therapy and improvements to our emergency box system.

I understand the selection of a new pharmacy can be a very daunting undertaking with all the companies vying for your business. Health Direct has delivered on the services that are needed in the long term care business. Also, part of my decision in choosing Health Direct is that they are based in our region and are a part of our community. I have felt that they have a commitment to our success as an organization.

I am pleased to recommend the pharmaceutical services of Health Direct. Please contact me if I or my staff can answer and questions that you may have.

Sincerely

M. Bradford Ellis
Executive Director

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