



**LOURDES** | *Our Lady  
of Lourdes*  
HEALTH SYSTEM | *Medical Center*

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Our Lady of Lourdes

**OUR LADY OF LOURDES  
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October 17, 2007

Procase Consulting Inc.  
Attention: Lev Moltyaner  
1 Hartford Road  
Orinda, CA 94563

Dear Mr. Moltyaner:

The Lourdes Health System (Lourdes) is one of southern New Jersey's leading health care providers, with hospitals located in Camden and Willingboro, NJ. The Lourdes Health System is sponsored by the Franciscan Sisters of Allegany, N.Y., and is a member of Catholic Health East, a health system with 31 hospitals on the East Coast in United States.

Lourdes operates one acute, 8 station in-patient and two, 22 station out-patient chronic dialysis units. The chronic units operate four shifts daily treating a total of over 300 patients annually. Highly trained nursing, technical and renal physician specialists deliver care in a highly integrated physical setting.

Procase Consulting Inc. (Procase) has been providing database monitoring and support services for our mission critical dialysis applications since 2001. These applications include a fully integrated CPOE system, electronic medical record, patient prescription, wireless physician rounding capability, patient monitoring systems which includes real time dialysis machine data transfer, station side nursing documentation and medication administration that captures dialysis billing. Given the complex and critical nature of the systems, Lourdes applications typically run close to 24x7. Hence, Lourdes can afford little or no downtime for its applications.

Procase monitors Lourdes production systems, helps diagnose database and application problems, provides backup and recovery, and conducts performance tuning. Procase database administrators are seasoned IT professionals who have the expertise to diagnose and resolve issues in an extremely timely fashion.

Procase has performed database performance tuning as well as knowledge transfer through on-site visits, telephone conferencing, and electronic communication.

Over the years, the Lourdes - Procase partnership has been crucial to our providing quality service to Lourdes' patients, and for this we consider their services not just invaluable, but indispensable.

Sincerely,

John P. Capelli, M.D.  
Senior Vice President, Medical Affairs  
Director, Renal and Transplant Services