LISA LARKIN, M.D. & ASSOCIATES
Patient. Focused. Personalized. Medicine.

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July 27, 2009

Dear Patient,

We hope you are enjoying your summer!

As you may be aware, our practice has experienced significant growth this year. And while we're thrilled to have so many wonderful new patients and be offering even more services to you, we're certainly aware of the consequential growing pains. Please know that we are committed to providing you nothing less than the exceptional level of service that we believe you deserve and that you have, no doubt, come to expect. In keeping with that commitment, we welcomed Dr. Kim Miller to the practice in March, and **on Sept. 1, we will welcome our seventh provider, certified nurse practitioner Anna Fox.**

Anna brings more than 10 years of primary care experience, including special interest and expertise in rheumatology and pulmonology, to her new role. In addition to serving as a primary care provider to new and established patients, Anna will partner with Dr. Larkin in the care of her patients, assisting with patient administrative needs, as well as providing clinical care, including preoperative evaluations, annual physicals and urgent visits. Her partnership with Dr. Larkin also will allow for seamless patient care as Dr. Larkin expands her administrative responsibilities and involvement in community education initiatives. Anna Fox, as well as the rest of the providers in the practice, is currently accepting new patients. Contact the office for details on provider and appointment availability. For more information on any of our providers, visit the Our Providers section of our website, www.lisalarkinmd.com. For a complete schedule of provider office hours, please see the enclosed card.

With the new practice year on the horizon, it is **time to begin thinking about your plan selection for the upcoming year** (Sept. 1, 2009 through Aug. 31, 2010). All patients will continue to enjoy our traditional high-quality care and accessibility, including the many additional services we provide, as covered by your $50 annual fee. (For a complete list, visit the Non-Covered Services section of our website.) Please note that the annual fee does not apply to patients who only see Dr. Dellinger.

Certain services, such as provider e-mail and cell phone access, require a high level of provider accessibility and can only be offered to a limited number of patients within our practice. **Such services are reserved for patients enrolled in our MD Connect Plan (formerly called Comprehensive Plan) and MD Connect Plus Plan (formerly called Comprehensive Plus Plan), respectively.** If you are seeking this level of provider accessibility, you will need to sign up for one of these service plans. To ensure the highest level of accessibility, the MD Connect and MD Connect Plus Plans have limited availability annually. We encourage you to make your selection early, if interested, as plans do fill up quickly.

The MD Connect Plan ($500/year; includes $50 administrative fee) offers direct e-mail access to your provider for non-urgent health questions and the benefit of seeing your provider – rather than a partner physician, physician

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assistant or nurse practitioner – for urgent, same-day appointments, given the provider is in the office that day. **The MD Connect Plus Plan** ($1,200/year; includes $50 administrative fee) offers all the benefits of the MD Connect Plan, *plus* direct, 24/7 cell-phone access to your provider – instead of the provider on call that day – for urgent medical questions after hours (except during provider vacations).

Enclosed, please find your plan selection form for the upcoming practice year. Please complete and return the form, along with your payment, **no later than Sept. 1, 2009.** If you have any questions about the annual fee or annual service plans, additional information can be found under the Practice Information and Insurance & Billing sections of our website. And while practice manager Keri Rickenbaugh is currently out on maternity leave until September caring for her new baby boy, assistant practice manager Rob Rickenbaugh is available to answer any questions you might have. He can be reached at 513.271.5111 or rrickenbaugh@lisalarkinmd.com.

In the meantime, be sure to check out our website for information on our providers and the extensive list of **ancillary health care offerings** we have added here at Red Bank as we continue to develop a comprehensive medical home for our patients. There, you'll find details on:

- Complete gynecologic care, offered by Cindy Dellinger, M.D., F.A.C.O.G.;
- Integrative medicine and wellness consultations with Josefa Rangel, M.D., of Consults for Wellness;
- Appointments in our office with cardiologists Dean Kereiakes, M.D., and Lynne Wagoner, M.D.;
- Cardiovascular risk assessment, management and treatment, offered by certified nurse practitioner Kathy Noyes and the Center for Women's Cardiac Health;
- Nutrition, cholesterol management and weight-loss counseling and classes with Pat Streicher, R.D., L.D., and Lisa Andrews, M.Ed., R.D., L.D.;
- Travel consultations/vaccinations, including yellow fever vaccination;
- Sexual health consultations with your physician and Pure Romance consultant Keri Rickenbaugh;
- Appointments in our office with gastroenterologist Norman Gilinsky, M.D.;
- Monthly vascular screening and heart disease risk assessment with CIMT testing;
- The latest health information, including downloadable podcasts, to help you stay abreast of current health issues and better manage your health and wellness; and
- Our free lecture series at the Cincinnati Sports Club – upcoming topics include diabetes, heart disease, breast and colorectal cancers, dietary supplements, hormone replacement therapy, plastic surgery and circulation disorders. Lecture series details are also on the enclosed card.

In addition, mark your calendar for our **Fall Women's Wellness Luncheon** on Friday, Oct. 30. Watch for details in our monthly patient e-newsletter and on our website. To sign up for the e-newsletter, simply send an e-mail request to officeinfo@lisalarkinmd.com.

In closing, we want to thank you again for the opportunity to participate in your health care and let you know how much we appreciate your patience as we embrace and manage the positive changes occurring in our practice. As always, we place great value on open communication with our patients. If you ever have any questions or comments, please don't hesitate to contact us at 513.271.5111 or officeinfo@lisalarkinmd.com.

Sincerely,

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