



July 24, 2014

Subject: **PHONE SYSTEM CHANGES**

To Whom It May Concern:

We have made a change in with our phone system provider and we would like to let you know that this change should not affect in any way the level of care and service that you have relied upon from Neighborhood Home Health Care. If you call our main number: (626) 584-5923, you will now hear a message asking you to press an extension for specific people in our office. The extensions are as follows:

Stephanie (Office Manager) 100

Crystal (Case Manager) 102

Julia (Staffing Coordinator) 103

Our system will be functioning as normal from 9:00 am to 5:30 pm, Monday thru Friday with our answering service receiving your calls during our non-working hours to include weekends and holidays. Our fax number remains the same: (626) 584-5924.

To further facilitate your ability to communicate with us, you will now have the option to text and or to call the person whom you want to talk with directly by using their direct number. The direct numbers are as follows:

Stephanie (Office Manager) (626) 841-3556

Crystal (Case Manager) (626) 841-3560

Julia (Staffing Coordinator) (626) 841-3559

Please note that these direct numbers are only available during our normal working hours, 9:00 am to 5:30 pm, Monday thru Friday.

We anticipate that our changes will have little to no impact on our daily functions with you and we would like to thank you for your business.

A handwritten signature in black ink that reads "Ralph Santos". The signature is enclosed in a thin black rectangular border.

Ralph Santos, CEO, MBA, OTR/L