



To whom it may concern:

Recently we experienced something that every hospital fears - our dictation system went down suddenly and we lost all capability for dictation and transcription. As with so many in our industry, our system had been in place for many years and replacement or upgrading was something that I would address "further down the road." Thankfully, Dean Tullis, owner of Voice Products, and Thomas Peeke, Territory Manager, had stopped by only weeks prior to the system going down. Having already discussed our current system and what Voice Products had to offer, I was able to get a quote quickly and had a head start on researching a replacement. I recommend all Directors at least get a quote from Tom.

A major benefit of Voice Products was the level of service I received from day one. They delivered a loaner system to our facility within 24 hours, ensuring continued workflow until we could get a new system in place. That's fast! Not only did Voice Products bring the loaner swiftly, Tom Grindstaff was able to retrieve the voice files from the old system and transfer them to the loaner, saving many hours of dictation that would have had to be redone otherwise. Within 30 days a new system was installed. The dictation software is manufactured by Dolbey, who we consider a preeminent player in the industry.

We were just as impressed with the installation. Tom Grindstaff was in charge of the installation and Jan Purscelley handled the training, not to mention Tom Peeke coming in to furnish pizza and help out in any way he could. It was an extremely smooth transition to the new system with no changes at all for the dictating physicians and very little for the transcriptionists.

I am very happy with my decision to work with Voice Products. The sales, service, and training staff all demonstrated their commitment to taking care of our facility from start to finish. I could not ask for a higher level of service than what I received from the Voice Products team.

If you are a Director and have an older or obsolete system, please feel free to contact me and I would be happy to answer any questions you may have.

Sincerely,

Deana Montgomery  
Director HIM  
Levi Hospital