



AVANTA[®]

MEDICAL INFORMATION SYSTEMS

FAX

September 28th, 2001

New Automated Phone Attendant



As part of our continuing efforts to provide our clients with better service, we have recently installed an automated voicemail system to more efficiently route your calls.

During our regular business hours, your calls will continue to be answered by an Avanta staff member. During lunch and after-hours, your calls will be answered by our new voice mail system, which for emergency calls has the ability to page all Avanta staff members so immediate attention can be paid to any software or hardware support emergencies you may have. Please pay special attention when using the new system, as menu selections are now offered to help route your call.

If you experience difficulty or would like to provide general feedback about using the new phone system, please let us know.

The next Avanta seminar, The Appointment Scheduler, will be offered November 27th, 28th, and 29th, 2001. This seminar is intended for both new and experienced users. Please call Melissa at Avanta to RSVP.

AVANTA WELCOMES A NEW TEAM MEMBER



Please join us in welcoming Melissa Yslas to the Avanta team. You will most likely make her acquaintance when calling Avanta, as she will handle and route incoming calls. In addition, Melissa will administer all supply orders and other internal office responsibilities. Melissa was raised locally, having grown up in Newbury Park, a surrounding community near our office in Agoura Hills. Take the time to welcome Melissa when you meet over the phone. We are excited to have her on board!

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