

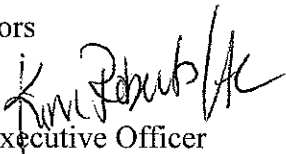
Dedicated to the Health  
of the Whole Community



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September 28, 2009

To: Board of Supervisors

From: Kim Roberts   
SCVHHS-Chief Executive Officer

Subject: Correction to Item # 19 on the September 29, 2009 Agenda Related to  
Agreement with ExpressBill, LLC

The Santa Clara Valley Health and Hospital System has submitted a transmittal relating to patient appointment reminder mailing services. We have discovered an error in the recommended action. The term of the proposed agreement with ExpressBill, LLC should be August 1, 2009 through December 31, 2009, not December 31, 2010.

Funding allocated in the FY10 Santa Clara Valley Medical Center (SCVMC) budget to pay for these services under the agreement with GE Healthcare will be used to pay ExpressBill, LLC.

This agreement will terminate on December 31, 2009 or earlier as SCVMC discontinues the use of the appointment remainder mailers for specialty clinic appointments and allows sufficient time for the vendor to turn off the data interface with the remaining specialty clinics. Patient appointment reminders for specialty clinic services will be handled by the automated reminder call system.

Staff will be available at tomorrow's Board meeting to answer any questions you may have about this item.

c: Jeff Smith  
Gary Graves  
Maria Marinos  
Dennis Kotecki