

DAVID A. MOSBORG, M.D.

DIPLOMATE, AMERICAN BOARD OF OTOLARYNGOLOGY
FELLOW, AMERICAN COLLEGE OF SURGEONS

PRACTICE LIMITED TO:
EAR, NOSE AND THROAT SURGERY
MAXILLOFACIAL SURGERY
OTOLARYNGIC ALLERGY
FACIAL PLASTIC SURGERY

ORANGE PARK MEDICAL PLAZA # 2
1895 KINGSLEY AVENUE, SUITE 703
ORANGE PARK, FLORIDA 32073
(904) 276-1446

March 18, 1998

TO WHOM IT MAY CONCERN:

RE: GINA RAE LEARY

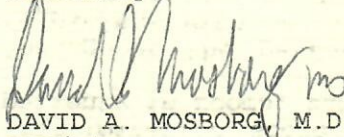
Gina was employed by me in this office from August, 1992 through July, 1997, except for a brief absence due to the birth of her second child. She initially worked as the receptionist, answering phone calls, scheduling patient appointments, confirming patient appointments and doing general clerical work. She subsequently became the insurance and billing person, responsible for scheduling surgery, discussing insurance and financial matters with patients as well as insurance companies, billing of claims and filing the appropriate forms for same via paper and electronic means, collecting unpaid bills and bad debts. Additionally, performing the later job she also was "on call" in the office to perform routine audiologic testing consisting of air and bone conduction audiograms, tympanograms and basic speech testing, including speech discrimination scores. On occasion she also helped in the "back" putting patients in rooms, taking brief history and cleaning up exam rooms.

Throughout the performance of all these many duties, I had absolutely no complaints with her performance. She was always on time if not early, well groomed, pleasant, polite, efficient and fun to work with. She could handle difficult patients both in person and by phone with sensitivity but firmness. Regarding financial matters, particularly the payment of the patient's portion of the bill or failure to do so, she could be discreet but unwavering regarding the patients obligations. In doing audiologic testing, she was thorough, accurate and resourceful when it came to performing an appropriate exam particularly with children.

In summary, Gina was an outstanding employee who dealt with a variety of people including children, adults and the elderly with sensitivity, compassion and fairness. She was a joy to have in the office and one whose honesty and integrity are unquestioned. Should the opportunity arise, I would not hesitate to employ her again without question.

If you have any further questions, please do not hesitate to contact me.

Sincerely,


DAVID A. MOSBORG, M.D.
DAM/njc