

BATTLE CREEK  
**Obstetrics &  
Gynecology**  
ASSOCIATES, P.C.

Stefanie Flora, M.D.  
Brian Krauss, M.D.

Travis Terrell, M.D.  
Nadine Weisser, M.D.

December 29, 2005

Dear Sir:

For the past three years, our office has had the pleasure of working with Bob Bonofiglio, in the position of practice administrator. Bob started in our office in October 2002, at a time when we were building a new 6800 square foot office building. Bob was instrumental in selecting our computer system, practice management software, and the new phone system. This was in addition to his other many duties.


Bob has been a loyal and trusted employee. He is one of the hardest working people I have ever had the pleasure to work with. To ensure that our new office opened on time, he practically lived at the new building for the last 4-6 weeks, to make sure everything was done appropriately. Our office did open on time, and, thanks to Bob, with minimal glitches.

Bob has many other talents that we have discovered over time while working together. His ability to negotiate different kinds of contracts is phenomenal. He has negotiated many insurance contracts for our practice; they have been better for our practice than they previously had been. Bob has also done a tremendous job negotiating new physician contracts with our local hospital. Equipment purchases and leases he has also worked wonders on so that we have ultimately paid significantly less than we expected for the equipment.

Bob has also worked hard at lowering our overhead expenses. He has carefully evaluated our need, in different areas, for staffing as well as supplies. Where needed, our staff has been adjusted in size and job descriptions.

Bob has also been instrumental in lowering our accounts receivable to a level we never expected was possible. He has worked with our billing department to do this, setting up new protocols for the billing office to use when trying to get reimbursement in difficult cases.

We will be sad to see Bob leave our practice; but unfortunately, Bob has streamlined the office such that he has made his job too easy. He needs more of a challenge than a four doctor practice can give him. I wish him well in his next position; I know he will please and amaze his next employers, as he has done us, with his many talents.

Sincerely,  
  
Nadine Weisser, M.D.