

January 24, 2000



Mills-Peninsula
Hospitals

To Whom It May Concern:

Robert E. Wilson was employed as a Cardiology technician in the Cardiology, Nuerology and Noninvasive Vascular Services department at Mills-Peninsula Health Services for approximately seven years (1990-1992 and 1994-1999). Unfortunately, due to the reorganization of the department, Bob's position was eliminated on November 30, 1999. A the time of the reorganization, Bob was employed as a Cardiology tech II.

During his employment at the Mills Health Center, Bob learned the following technical procedures:

- EKG and Signal averaged EKG
- Holter monitor hook-up
- Treadmill procedures (routine, thallium, persantine, routine stress echo and dobutamine stress echo)

Tilt table

assisted in resuscitation responses, pacemaker checks and setting up equipment for EMC procedures.

During the past two years, Bob was also responsible for the following clerical procedures:

- computer registration of patients
- reconciliation of department charges and reimbursement
- general receptionist duties
- setting up physician reading schedules for all lab areas
- entering data for department's statistical reports

He also assisted in several department projects (ie. JACHO preparation of the department, development of statistical reports for the department and cardiologists, cross-training of department and other staff in department procedures and reorganization of department's clerical procedures).

Bob has very good computer skills and was very helpful in updating the department's computer procedures. His knowledge regarding medical insurance reimbursement was very useful in developing several department reports and procedures to increase department reimbursement. Bob has strong customer skills and has shown to be able to resolve customer problems with minimal assistance. He also has taken initiative in identifying and preventing potential problem situations. Patients and employees of Mills-Peninsula Services have expressed appreciation of his friendly and caring manner. Bob has always expressed great interest in learning new skills and undertaking new responsibilities and challenging projects.

Bob is a very capable person and I highly recommend Bob be considered as a worthy applicant for future employment opportunities.

Sincerely,

Pat Costarrica
Pat Costarrica
Cardiology Supervisor
Mills Health Center