



Family Health Care

87 Observation Drive
Gaithersburg, Md 20879

Information System Design Pros
45 Montgomery Village Avenue
Gaithersburg, Md 20876

Dear Mr. Adam Burke,

Family Health Care is a healthcare practice specializing in family medicine.

Currently, when a patient enters our office, the receptionists give them a clipboard with several pages of forms to fill out. When the patient finishes filling out the forms, they give the forms back to the receptionists. The receptionists then enter the information for new patients into our patient portal system. If it is an existing patient, they check for any changes.

This system works, but there are a couple of problems.

- This is very time consuming for the receptionists
- Sometimes it is difficult to read the patient's handwriting
- Patients are asked to enter information that is already in our system.

We would like to expedite this process to improve efficiency and reduce time in the waiting room. Later, we would also like to make it possible for patients to fill out the forms over the internet.

I hope you and your team of systems analysts can help.

Yours truly,

Dr. Stephen Nguyen
Senior Partner
Family Health Care
87 Observation Drive
Gaithersburg, Md 20879

SNguyen@FamilyHealthCare.com

301-555-1234