

THE MARYLAND PEDIATRIC GROUP, L.L.C.

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July 5, 2011

To the Patients and Families of the Maryland Pediatric Group, LLC and Pediatric Consultants, PA,

We wanted to take a moment to thank you for the opportunity to provide pediatric care to you or your child. We truly consider it a privilege and an honor to provide health care for you and your children. While we are continually striving to improve the health care we provide by staying current on recent medical findings and recommendations, we are also striving to improve the quality of health care we deliver through improved office efficiencies.

We wanted to inform you of a few EXCITING changes that you will experience at the Maryland Pediatric Group, LLC and Pediatric Consultants, PA. Beginning in July 2011, in an effort to further enhance your experience in the office, we are restructuring your entire patient experience- from the moment you place a phone call and set up an appointment through the time your child is picking up his or her sticker at the end of the visit. These changes will continue to make your office experience efficient, courteous and pleasant. You may have already noticed that all co-pays and outstanding balances are now collected at the beginning of the visit. Already we have received overwhelmingly positive feedback about this process. We are confident that these additional changes will continue to provide you with the same professional, friendly, courteous and efficient medical care that you are accustomed to receiving at the Maryland Pediatric Group, LLC and Pediatric Consultants, PA.

Any new change, even an exciting one like this, will bring an adjustment period as we all learn the new process. We are certain that this adjustment period will be brief, and that it will not compromise, or interrupt, the high quality of care you are accustomed to receiving from our medical providers. We are certain that you will feel that your pediatric experience in our office will be enhanced by this restructuring.

As always, we welcome and encourage your comments and suggestions. Our guarantee to you is that you will continue to receive the same outstanding pediatric care that you have known and have trusted for over fifty years.

Sincerely,

The Providers and Staff of the Maryland Pediatric Group, LLC and Pediatric Consultants, PA