



690 Main Street West, Suite A, Hamilton, Ontario L8S 1A4

Tel: 905-521-5015/5016 Fax: 905-521-5010

December 1 2004

To Whom It May Concern,

Re: Trudy Karacsony

I am the business manager of McMaster Family Practice, and in this role have known Trudy professionally since 2000. Trudy was our unit's main resource person for any telephone communication system issues.

Our unit utilizes the same Mitel phone system as Hamilton Health Sciences, including voice mail trees, ACD, and PrairieFyre real-time scheduling, for 52 phone sets and fax lines. Trudy was always available for advice, instruction, assistance, and staff training. She was consistently professional, knowledgeable, and easy to work with.

A major project which Trudy and I were involved with was the move of our unit (plus another hospital program) from the hospital into the community in May 2002. We depended on Trudy to provide us with a business plan for the new communication system, with costs and features information for Mitel and comparable systems. She knew our business intimately and was able to give us valuable advice and suggestions - eg. VOIP, which was used by the hospital first at our new site. Trudy poured over the floor plans (and revisions) many times so the required jacks for both the hospital and our own network systems were properly placed and working.

She worked with Mitel and the hospital ICT staff to convey our expectations and needs, and delivered what we asked for.

Through all my dealings with Trudy, there were times when I had to ask her to repeat information so I could understand it, or we changed our minds about features. She was always patient, reliable, and pleasant. She's a good team player, and when it comes to communication systems, she knows her stuff.

If you require any further information, please do not hesitate to contact me at cridge@mcmaster.ca, or 905.521.2100 ext 75587.

Sincerely,

A handwritten signature in blue ink that reads "Carol Ridge".

Carol Ridge