



Honolulu
1314 S King Street , Suite 1451
Honolulu, HI 96814
(808) 593-2610
Fax (808) 591-9420
www.ohanapacificrehab.com

Kailua
354 Uluniu St. #404
Kailua, HI 96734
(808) 262-1118
Fax (808) 262-0045
Kevin@ohanapacificrehab.com

July 5, 2005

**TO: David Griffith- Administrator
Pacific Management Services**

**FROM: Kevin Lockette – Owner/President
Ohana Pacific Rehab Services**

RE: Mahalo

This is a belated thank you for the support that your company has provided Ohana Pacific Rehab Services (OPRS). I started Ohana Pacific Rehab Services in March of 2001 as a single provider. For 6 months I struggled with building my own infrastructure including not only marketing and performing the clinical services, but also doing the billing, bookkeeping and credentialing virtually on my own. I was too bogged down in the details of the business side that I was virtually spinning my wheels. I signed up with Pacific Management Services (PMS) in September of that same year and instantly had an infrastructure that allowed me to grow the business.

My company's charges have grown from a monthly average of \$30,000 in 2002 to over \$110,000 for this year. I now have 2 clinics and a professional clinical staff of 9 and a support staff through PMS of 3. PMS has stuck with me and my company through the start-up phase of both clinics including floating our management fees until our cash-flow grew to support the expanded operations.

PMS has made dynamic changes and has restructured the business office in order to improve the services to it's clients. I have seen my monthly adjusted collection ratio grow to 95.20% for the 1st half of this year with my A/R days are close to 60 days.

Thank you again for believing in our mission and providing the support to be successful. I can honestly say that I wouldn't have been able "to stay in the game" during the critical building years. I would highly recommend the services of PMS to any healthcare provider.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Lockette PT", is written over a white background. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Kevin Lockette PT