



2018 Clinch Ave
Knoxville, TN 37916

July 9, 2013

Jorge Fernandez
Canamex Communications Corporation
200 Rivera Drive,
Markham, Ontario, L3R 5M1, Canada

Dear Mr. Fernandez,

I wanted to take just a few minutes to write and tell you how pleased I am with the Canamex PageRouter system. We have implemented several of the features of the system and as we develop the interfaces, we continue to learn new ways to improve the timeliness of communication within our hospital.

We started by deploying the system for use within the hospital network using a web browser and connecting the 4-LVU unit for telephone access outside the facility. We quickly saw the advantage of also connecting our nurse call system. The system soon became indispensable for quick reliable communication.

Looking for more communication efficiencies, we connected a PA-16 Alert module to the system. This module allowed equipment alarms and panic switches to be connected. Using the simple PageRouter interface, these alarms and switches can quickly get a message to the appropriate individuals or groups.

We are currently developing a means of sending messages directly from our online charting software. When this interface is implemented, immediate notification can be sent when an order for a test or room to be cleaned at discharge is generated through the online charting software. This notification can be sent to the appropriate personnel eliminating overhead paging and redundant phone calls.

The most useful feature of the PageRouter system is that it is device agnostic. Messages can be sent to internal beepers, external beepers, email and smart phones. Once programmed, any and/or all of these devices can receive the message without the sender dealing with how the message is routed. The message is simply sent, and PageRouter delivers it to the device or devices programmed.

Your customer support has been the best part of the implementation experience. If I have a question regarding the system's function or a programming issue, someone always responds quickly with a detailed answer. I know my questions will be addressed by a knowledgeable person who can walk me through and get issues resolved. In my experience this is usually within minutes of my request.

The overall experience during installation, implementation and follow up issues has been very positive. I look forward to working with you in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "R. W. Bueckman". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Randy Bueckman
Biomedical Technologies Manager
East Tennessee Children's Hospital