



MUNSON MEDICAL CENTER

September 3, 2004

Dear Member of the Munson Medical Center Family,

I want to thank you in advance for your assistance as we begin construction on a major building project that will result in the opening of a new ER in early 2007. Built in 1978, our ER was designed to accommodate 20,000 patient visits a year, but now serves nearly twice that number.

On the opposite site of this letter is a map that shows how hospital traffic will be rerouted during construction. Our goal is to minimize confusion caused by the construction. Please familiarize yourself with the changes and offer assistance to any patients and visitors who may appear to have trouble reaching their destination. One of our core values is Patients. I know you will continue to go the extra mile to put them first.

Naturally, a project of this size requires changes in our environment. As planned, this project will take more than two years to complete. Teamwork between employees and departments will be integral to the success of this project. I'm confident that you will work together to continue to deliver the high quality patient care that has earned us national recognition.

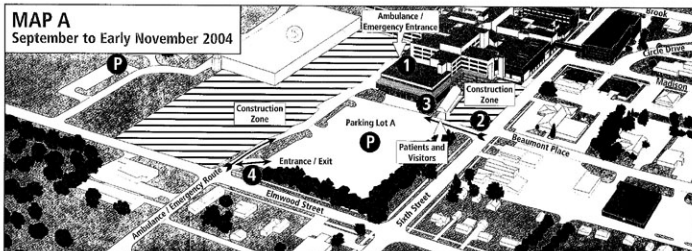
We will provide construction updates on a regular basis. Should you have questions, comments or concerns, please contact your manager who will then direct you to the appropriate person or department.

I am proud to be part of this team that consistently puts our patients first.

Sincerely,

Ed Ness
President and CEO

MAP A
September to Early November 2004



Map Key:

① Ambulance / Emergency Entrance

③ Covered Walkway for Patient Drop-off / Pick-up

● Staff Parking

② Patient / Visitor Entrance

④ Parking Lot A Entrance / Exit

Ⓟ Patient / Visitor Parking

MAP B
Early November 2004 to 2007

