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December 4, 1998



**St. Francis**  
**Medical Center**

To Whom It May Concern:

St. Francis Medical Center has recently been involved with the Hill Rom and International Controls Systems (ICS) with the installation of their Nurse Call System -- Composer. We have completed three large inpatient units -- This was accomplished on the units while both occupied and unoccupied with patients. We also had experience with installation being completed by our in-house Facilities Department.

I strongly recommend ICS for installation of the Composer Nurse Call System. It was evident during the installation process that they are quite knowledgeable and very experienced with the system.

ICS demonstrated a very professional caring demeanor with patients and families while installation occurred on occupied units. They are quite flexible and can make alterations and accommodations for the institution.

Since we experienced installation with both in-house and ICS, I strongly recommend using ICS. They were wonderful to work with.

Sincerely,

Dori Stevens  
Director of Critical Care Services