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Mr. Jerry Brager  
 Chairman & CEO  
 1-800-Doctors, Inc.  
 100 Woodbridge Center Drive, Suite 103  
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Dear Mr. Brager:

In December 2009, Meridian Health System (Meridian) completed its first full year operating the 1-800-DOCTORS line. Meridian utilizes 1-800-DOCTORS as a mixed-use line wherein callers can obtain a range of information including travel directions to Meridian facilities, educational classes, hospital clinical programs and physician referrals. As an investor and an early adopter of 1-800-DOCTORS, Meridian developed a tracking system in 2009 to measure the effectiveness of the 1-800-DOCTORS line and to calculate the related ROI. During 2009, Meridian was transitioning off of its prior call line and had only partially launched the 1-800-DOCTORS “Vanity Brand”. All that being said, the 2009 (initial year) findings were very encouraging.

Meridian recently updated the 1-800-DOCTORS analyses through the first quarter of 2010. The updated results show that the 1-800-DOCTORS line is becoming increasingly popular with local health care consumers and the ROI continues to grow. Presented below are the Q1 2010 performance metrics compared against the full year 2009 results.

Calls to 1-800-DOCTORS - - This metric shows the total calls made to the 1-800-DOCTORS line as well as the number of physician referral calls. As noted, callers to the physician referral line frequently request more than one physician referral per call.

	<u>2009</u>	<u>Q1 2010</u>
Total Calls	9,554	3,426
Physician Referral Calls	1,209	547
Requested Referrals Per Call	1.62	1.67

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Physician Referral Patient Conversion Rate - - This metric shows the percentage of physician referral calls that directly correlate with a patient admission or outpatient encounter.

	<u>2009</u>	<u>Q1 2010</u>
Inpatient	8%	12%
Outpatient	88%	54%

Top Three Inpatient Payors - - This metric shows the dominant payor classifications for those inpatients referred via the 1-800-DOCTORS line.

	<u>2009</u>	<u>Q1 2010</u>
Medicare	54%	51%
Blue Cross	13%	18%
Medicaid	10%	6%

Top Three Outpatient Payors - - This metric shows the dominant payor classification for those outpatients referred via the 1-800-DOCTORS line.

	<u>2009</u>	<u>Q1 2010</u>
Medicare	39%	42%
Blue Cross	9%	12%
Medicaid	12%	14%

Revenue Generation - - This metric shows the average net patient service revenue generated per call placed to the physician referral line.

	<u>2009</u>	<u>Q1 2010</u>
Net Revenue Per Physician Referral Call	\$1,177	\$1,563

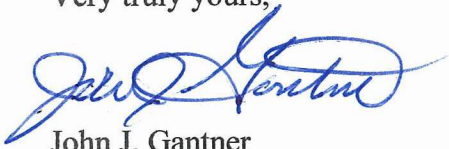
Return On Investment - - This metric shows the average return, defined as net patient service revenue generated, per dollar spent on the 1-800-DOCTORS line.

	<u>2009</u>	<u>Q1 2010</u>
Net Revenue Per \$ Invested in 1-800-DOCTORS	7:1	11:1

With the exception of the outpatient business conversion rate (which decreased from 88% to 54% - - still a very robust level), all of the Q1 2010 operating metrics have moved in a positive direction as compared to 2009. Referral call volumes continue to increase and should reach an annualized rate of 4,000 calls by year-end 2010. Likewise, both the net patient service revenue per call and the ROI show significant increases over 2009 levels.

I hope that you find this information useful. As I mentioned earlier, Meridian is very pleased with these results. I also want to draw your attention to the fact that a majority of the patients that access Meridian through the 1-800-DOCTORS line have not had a recent medical experience at Meridian and are therefore considered to be "new" patients. Finally, Meridian continues to receive positive feedback from participating physicians who feel that the 1-800-DOCTORS physician referral line is highly effective.

Very truly yours,



John J. Gantner  
Executive Vice President  
Finance and Partner Company Operations

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