

July 13, 2008

Heart Health Care Advocates, Inc  
7300 N. Kendall Drive, Ste 450  
Miami, FL 33156

Dear Tom and Susie,

I am nicely recovering from the knee surgery---for the second time. The first time I went into the hospital and therapy center, HHCA arranged to monitor every aspect of my stay. The month I was in therapy was made easier because you were involved. After the surgery, HHCA made sure that I transitioned to the best therapy center, not the one that I was being pressured to take. I still can't believe that the doctor kept pestering me to go to a center that was owned by a relative of his. Until you intervened by firmly reminding the doctor and his staff that the patient can choose their own therapist, I was headed to the wrong therapy center.

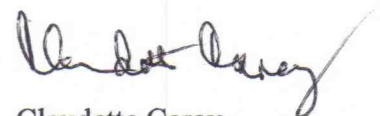
During my stay, you made sure that a representative of HHCA visited me almost daily to make sure that even small things were taken care of. Things that I might not normally complain about. But you got them to stop delivery of ice to my room at three in the morning and waking me up. It seems like a small thing, but was very important to me and allowed me to sleep and recovery more quickly.

Thank you for making sure that I got the best therapist after I got home. You even got additional therapy treatments paid for my Medicare over and above the normal course of therapy.

Then the second time I had surgery to clean out the wound, you happened to be here in Leesburg. You and Susie took me through admissions process, made sure that I would have a nurse's aide in my room for three days, and transition home. You were able to monitor first hand everything that I required for that hospital visit.

Health care advocacy is a great concept and I was glad it was available to me.

Sincerely,



Claudette Carey  
The Villages