

Terry E. Little
4200 East 5th Avenue
Hialeah, FL 33013

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Suzanne M. Schlernitzauer, President
Heart Health Care Advocates
7300 North Kendall Drive, Suite 450
Miami, FL 33156

Dear Suzanne :

I am taking this opportunity to extend my thanks to you and the staff of Heart Health Care Advocates for your care and kindness during my recent medical treatment.


When I initially contacted HHCA I had just been dealt a diagnosis that I wasn't ready or equipped to deal with - first from an emotional standpoint and second from an information standpoint. Dealing with the fears of the unknown, not knowing what to expect or which way to turn were the first things I needed to conquer. Then with all of the strange terms, the different providers and tests that I had to have, well it became a little overwhelming.

Having HHCA taking care of my case was like having a guardian angel. It no longer felt like "me against the doctors and hospitals," I had someone in my corner. HHCA was the "someone" to help me find information, to find the right doctor and to help me make a decision about the best treatment route for me. I wasn't one person against "the system" - I had a team of people working to get me through it all.

I was confused about our health care "system," the different types of doctors, tests and treatments, not to mention the strange words and terms that were fast becoming a part of my vocabulary. Your professionals at HHCA explained what I was going through in words that I could understand. My doctor had me going down a treatment path that I wasn't real happy with but he wouldn't provide any other alternatives. You investigated treatment options, got me a second opinion and even went to the appointment with me to make sure that I got all of my questions answered. HHCA helped me make an educated decision about the treatment that I would have. Part of the decision was how the treatment I chose fit into my day-to-day life, as well as what quality of life I would have after it was all over.

The HHCA staff scheduled appointments, verified my insurance, answered questions, went to appointments and treatment sessions with me and even looked at my bills before I paid them to make sure they were right. You watched over me - and my family. Being part of the HHCA "family" took away the tenseness and uncertainty of what I was dealing with and made this a far less stressful journey to get my health back. I can't thank you enough for the care you took of me! It scares me to think of the consequences if I had taken the first doctor's only recommendation.

Sincerely,



Terry E. Little