

March 15, 2007

Heart Health Care Advocates
13200 S.W. 128th Street, Suite B-3
Miami, FL 33186

Dear Tom and Susie :

I wanted to take a minute to say thank you to you both, and to the staff of HHCA for how well you took care of my mother Eva Nicholson, during her illness.

My mom had been sick for some time and needed to travel from her home in Melbourne to Miami so she could be seen at Sylvester Cancer Center. She had her oxygen equipment that she used at home but not knowing how long she would be away, she could not bring it to Miami with her. With one call to HHCA, your staff arranged to have equipment delivered and set up at my home, and got a portable system for me to use on the drive from Melbourne.

Dr. Duran went with us to the first appointment at Sylvester. She made sure that we got where we needed to go, asked the questions that we hadn't thought of and took care of scheduling the tests mom would need to see how far her disease had progressed. Dr. Duran explained what was happening in words we could understand and was available for the many questions we had afterwards. Mom was told that there wasn't much else that could be done for her, and was offered a spot in one of their experimental drug trials. Susie, you researched the drug trial, explained the complications that could arise, made the necessary appointments with the doctors who would need to clear her to participate in the trial, took care of all of her paper work before she got to the doctor's office – and even went to the appointment with us. This made things so much easier for me.

After meeting with the doctor you found, Mom decided that the possible complications to the drugs were not something she wanted to go through and opted to return home to Melbourne without further treatment. It was her decision, but you made sure that she had the information she needed to make it an educated one.

While there isn't always a positive outcome to every scenario, knowing that we did everything possible to try to find a solution eases my mind and brings me some comfort. I was not in this alone. HHCA was with me every step of the way and made me feel like my mom and I were part of your "family."

I hope I don't need to call upon you again, but it's comforting to know that if I do, HHCA will be there for me.

A handwritten signature in black ink, appearing to read 'Mark D. Nicholson', with a long horizontal flourish extending to the right.

Mark D. Nicholson