

Ms. Jana Griffin-Koehler
Physical Therapy Department
Saint Vincent Hospital
123 Summer Street
Worcester, MA 01608

December 20, 2010

Dear Ms. Griffin-Koehler,

I obtained your name in November before leaving for Florida for the winter. With the recent temps here, we could have stayed in Massachusetts. No, not really. There's hope for warmth here. I knew I would be writing to you about my visits to your facility and in particular, the people I dealt with. Basically, there were three, Linda, your receptionist, Vickie Dills, and Lael Klein.

I hadn't even been sick, let alone a patient in a hospital, in over 40 years! I had shoulder reversal surgery by Dr. Desio in July and picked your facility for the rehabilitation. Good Choice!

Linda made out my initial schedule with genuine concern that it would work best for me. When I had to make changes to try to tie a doctors visit close to the therapy, she did the best she could to accommodate me, CHEERFULLY.

Vickie and Lael – All I can say is WOW!!!

I'm an old man (71), married 51 years with 5 wonderful children and have never been dependent on anyone, you know, "the old school".

From my first visit to the last, they were great. They respected my age and understood my apprehension at being dependent. They were as professional as anyone could be in explaining and demonstrating the exercise and as patient as could be with my learning them. I had more questions (some repeated, I know) every time I came in and they answered them. Why this? How come? What if?

We took each other seriously and I worked hard at what they taught me. It must have paid off because they seemed impressed with my progress and so did Dr. Desio. Of course, the TLC and encouragement I received from my 'bride' helped almost as much. Truly, I couldn't have come thru it without her! I came in as a nervous patient and I don't think I could have been placed in better hands. I hope I left as a friend.

Well, I'm here in Florida, still doing most of the exercises every day. I started playing "limited" golf per Dr. Desio.

Naturally, I miss my kids and grandkids while I'm here, but, you know what? I kinda miss them 3, too.

PS I'm sending copies of this to each of the girls to let them know how grateful I am. Also a copy to the Hospital Superintendent. From what I saw and experienced, you've got a "treasure" in that department. Make your PT more widely known.

Yours truly,