

Good day,

It doesn't take long to make a life-changing impact. The daughter of one of our first Bone Marrow Transplant Program patients let us know just how much the program and the people involved meant to her and her family.

The personal touch makes a positive difference in people's lives, and it's what sets Memorial apart.

Thank you,



Dear Mr. Sacco,

I'm writing to tell you how grateful I am for all that has been done to help my father.

Months before he was diagnosed, I suspected something was wrong – given his extreme fatigue and rapidly declining status. But he is a private person and over the years, I've grown to respect his independence. When he told our family that he had multiple myeloma – knowing what I as a physician know about the chronicity of this condition and the inherent risks associated with chemotherapy/transplant – I have to confess that I was inwardly devastated, although of course, I held my poker face for the benefit of my siblings and his grandchildren.

I lost my mother (Dad's wife) 10 years ago to gastric cancer, and after living through her chemotherapy, surgery, g-tubes, inability to eat, home IV poles and her excruciating pain – I was fearful of what the process would be like for my father, especially when I understood that this was going to be a first for your Bone Marrow Transplant Program team. But, my fears were unwarranted. You treated my father like a prince.

There are many instances of diligence worth mentioning:

- Dr. Lyle Feinstein's phone conferences and thoughtful in-depth review of Dad's case. When he was through, I felt grateful that he was my father's doctor. Why? I didn't have to explain anything to my siblings – he had explained it all – allowing me to wear only the daughter cap.
- Maria Lopez-Bover's attention to his every need (how Maria did it I will never understand – but I thank her).
- Of course, Maria's ever-present smile.
- Maria's prompt notification to his family when his condition changed.
- How impervious they both were to any hint of pessimism.
- Resolute encouragement from both of them to my father and our family during difficult situations.
- The team's nutritional guidance and encouragement, when Dad thought he would surely never eat "real food" again.
- The cheerful front office staff.
- I didn't meet or interact with many of his other nurses or providers on the team, but I only heard great things from my father, so I know they were very responsive to his needs. Please relay my thanks to them.

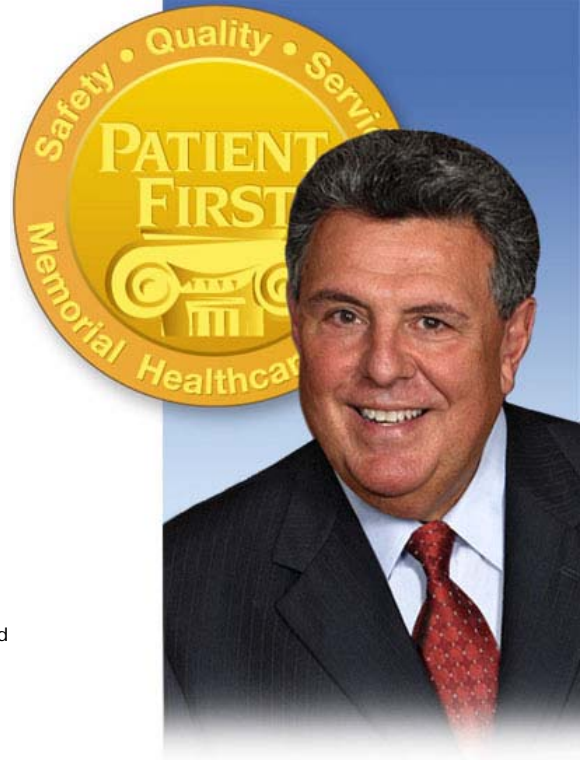
Clearly, my father had tough days, but over the past several months, I see a new person. One day, he called and asked us, "Do you think everything is OK, because today I feel great." Can you imagine how thrilled we were to hear this? We recently spent a holiday weekend with him and he had a great time with his grandchildren. My 4-year-old said, "I'm glad Grandpa doesn't have to lie down so much anymore."

In closing, I know that this transplant is not curative. Yet, regardless of what the future holds, I wanted to take the time to let you know that the personal attention and commitment to our father's care did not go unnoticed. I send well wishes and thanks on behalf of my family.

Strong work!

Sincerely,

Raquel



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