

A message from Frank V. Sacco, FACHE, President and Chief Executive Officer

Good day,

When a child is diagnosed with a serious illness, families are naturally willing to look far and wide for help. Recently, a Broward County couple sought referrals from contacts across the country, only to find themselves directed to their own backyard.

This week's Patient First letter shows us how far reputations can travel, and how Memorial Healthcare System's community of compassionate healthcare professionals is easing one family's rough road.

Thank you,



Dear Mr. Sacco,

I am writing to let you know how pleased my family is with the care our son has been receiving at Joe DiMaggio Children's Hospital.

During September of 2007, our 17-year-old son, David, was diagnosed with Hodgkin's disease at another institution. We immediately reached out to our contacts throughout the country asking where people suggested we bring our son for a second opinion and treatment. To our surprise, we received over 17 referrals to your hospital. To be more specific, many of the people suggested contacting Dr. Lynn Meister or Dr. Iftikhar Hanif.

We met with Dr. Meister for a second opinion and shared the information that she was so highly regarded and spoke about many of the people we knew in common. She made us feel like family and our son felt confident in her and decided to fight the battle with your team. From the day that we went to meet with Dr. Meister to our present situation, we have been treated with unbelievable kindness and professionalism. We have been treated and worked with not only Drs. Hanif and Meister, but also with Drs. Kramer, Schaefer and Cauff, and each one has brought a different personality or perspective to what we have been dealing with. They are all great!!!

We must stress to you that it is not only the doctors who have been wonderful, but almost every member of the DiMaggio/Memorial team. From the friendliness of AI in security, to the caring and professionalism of Catherine in outpatient, there are so many great people that have lessened the trauma of this experience. Cathy and Heather in the doctors' office are excellent at working with patients from all ages and backgrounds. The nurses and support team on the fourth floor of the oncology wing in the hospital have all been tremendously caring and made it comfortable for not only our son, but for my wife and daughter when they stayed overnight with him. From the



admission staff, which treated us like old friends whenever we checked in, to the emergency room personnel, who we unfortunately had to visit on several occasions, we have been so impressed that so many people can care and make the treatment process a friendly and warm experience.

In addition to the oncologists, our son is now being treated by Dr. Srinath Sundararaman and the radiation team. Again, we have been so impressed by the warmth, the professionalism and the quality of care. I know that I have not mentioned everyone by name, but each and every person that we have encountered truly has been a blessing for us in this journey.

...We are greatly impressed and thankful that there is such a great facility so close to our home.

Sincerely,

Alan and Stacey

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