

June 15, 2018

[REDACTED]
[REDACTED]
Long Island Jewish Valley Stream

Northwell Health

900 Franklin Avenue

Valley Stream, NY 11580

Re: Exceptional Care

Dear [REDACTED]

I am writing to inform you about the exceptional care and exemplary professionalism my husband, [REDACTED] received at the Wound Care Center at Long Island Jewish, Valley Stream. My husband has been struggling to manage his diabetes since being diagnosed in 1987 and as a result he has experiences with wound care centers. The team led by Dr. Bilotti, nurse manager Kamal, wound care nurses Vicly, Jolly, Giana, Anita, Karen and the always pleasantly attentive receptionist Carla made a tremendous difference in my husband's recovery.

Unfortunately, my husband sustained wounds on his legs that he could not manage and was not properly managed through another wound care center. He became depressed and gave up trying to heal these wounds. He ended up in the emergency room at Long Island Jewish, Valley Stream and was admitted for treatment. After a week of care in the hospital, he became more depressed because he did not feel respected nor important enough to receive kind and courteous care. He was transferred to Orzac Rehabilitation Center where he met Dr. Bilotti, and that's when his countenance began to change for the better. Her explanation of his care and the methodologies that would be used to help move his care towards healing made a tremendous difference. He talked about her so much that I thought she was his primary care doctor in the rehabilitation center. He became happy enough to try to eat better so that he could show Dr. Billotti, and nurse Julie that their work was not in vain.

Subsequently, he was discharged from the Orzac Rehabilitation Center and instructed to follow up with the Wound Care Center at Long Island Jewish Northwell Health. For 14 Mondays, I met the most highly qualified, and excellently trained team of medical professionals. Their smiles and compassion helped to melt the resistance my husband had created to keep from feeling as though his health did not matter, to feeling like they were all there to care for him. Every, Monday, at the Wound Care Center the team greeted him with concern, and comprehensive medical attention, even when he was the not most pleasant patient to work with, they remained genuinely happy to serve him.

This team's behaviors should be followed and duplicated to return the Care back to the health management profession. Our experiences with this team of professionals has restored my support that health care is about the health and care of the patients. Looking forward to continued relationship with the Health Care professional at Long Island Jewish Valley Stream Northwell Health.

Sincerely,
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]