

May 24, 2010

HealthSouth Rehabilitation Outpatient Department
Manager Outpatient Therapy
2380 McGinley Road
Monroeville, PA 15146

Dear Michelle/Manager:

From December 2009 – April 2010, I had been a client in your outpatient therapy department. This time I had the opportunity to work with each of your physical therapists. This includes your very excellent therapists Carol, Darlene, Mike, Roy, assistant Jan; excellent office staff, Dawn and Mary Jane. I could never put into words how much personalized help they gave me, even pushing me through all the whining I did.

During those four + months, I had been going through some very stressful times on the home front. This was excluding my two surgeries and the inclement weather we all had to deal with. Once or twice I accidently came at the wrong time and your staff squeezed me in. They should have sent me home and made me come back at the correct time. All in all it was a relief coming there during my personal problems, even if I did whine.

I appreciate all the help, sensitivity to my pain and kindness your whole staff gave me. With working in the health care field, I think you are very lucky to have such a dedicated staff. This means each and every one of them.

Thanks again to a great staff. "I will be back". That's a guarantee!

Very truly yours,

Karen W. Davis, RN

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