
Claude Mandel Medical Center

February 10, 2004

Mr. Neal Patel
Vice President of Business Development
Medstar Laboratory

Dear Neal:

I'd like to commend you and thank you for the excellent service you have provided to Claude Mandel Medical Center over the years. The service is always timely and accurate. It has been a great asset when your office has made us aware of panic values, regardless of time of day, that were crucial to the safety of a patient. We have found when working with larger national labs this service is sometimes not provided. Your staff has always gone out of the way to help identify any problems before they occur and make every effort to notify my office of any labs that urgently affect the welfare of the patients.

I especially appreciate the extra calls and visits just to see how we are doing and to see that each need we have is met. This is yet another service that the larger national clinical laboratories have not offered. These small, but ever so important, personal touches really are important to the patients and the practice.
Again, thank you for the outstanding service.

Sincerely,



Claudia M. Johnson MD
Medical Director
Claude Mandel Medical Center

(773) 978-1400 ☎ 8507 Stony Island Avenue, Chicago, Illinois 60617 ☎ FAX (773) 978-1671