

I would like to congratulate you on the fine employees you have representing American Health Centers. My experience with two of your staff on the mobile MRI unit at Speare Hospital in Plymouth, NH last Friday was something worth writing about. You can be very proud of Tom and Todd!

I needed to have cervical and lumbar MRI scans done prior to seeing my neurologist on Monday, January 25th, but my claustrophobia makes having MRI's performed something that I've always dreaded. On Thursday, I had an encouraging phone call from Michael, one of your customer care employees. He addressed all of my concerns and even reminded me to bring a CD of my favorite relaxing music. Michael also made sure to tell me that if I had any questions, I could call your office or the MRI unit at Speare directly. I was impressed with his caring manner and appreciated the phone call a great deal.

My physician had prescribed Diazepam to help me relax and I took it as prescribed on Friday in order to feel less anxious about the MRI process. Once I was called from the Speare Radiology waiting area, Tom and Todd took over. Tom held my arm all the way into the mobile unit and ensured that my personal belongings were safely stowed away before assisting me onto the sliding table. Todd got my music started and talked to me while I settled in. Both gentlemen made sure I was ready for the scans and treated me with dignity. Neither one of them made fun of my phobia. Unfortunately, that *did happen* to me at another hospital and is one of the reasons I've had such a difficult time going "in the tube". The process went very smoothly and Todd restarted my CD once it had played all the way through, helping to keep me relaxed. Both of them monitored my comfort level from start to finish. When the MRI's were over – approximately an hour and a half later – Tom helped me to sit up and let me get my bearings, Todd made sure I had my disc to bring to my doctor's appointment, and they both wished me well before I left the mobile unit. I was never rushed and Tom walked me back to the waiting area, making sure I was steady on my feet. Their patience with me was exactly what I needed to remain calm throughout the process and I cannot thank them both enough.

Ms. Nolin, you should be proud of your employees who go the extra mile for their patients. People like Michael, Tom and Todd are treasures and I hope that you appreciate them as much as I do. You are to be commended for having such quality, caring gentlemen on your staff. Because of them, I had my best-ever experience with MRI scans (and I've had quite a few of them done since my car accident nine years ago!). Thank you all for the wonderful service from American Health Centers. I am truly grateful.