

CHIEF OF POLICE

September 2, 2008

Dr. Samuel Jampolis  
American Outcomes Management  
5009 South Hulen Street  
Suite 102  
Fort Worth, Texas 76132

**Re: Letter of recognition for R.N. Paul Flores.**

Dear Dr. Jampolis,

Please accept this letter of recognition for outstanding service provided by R.N. Paul Flores, an employee of American Outcomes Management, to my wife, Karen Ann . My wife, a multiple sclerosis patient for approximately twenty years, has received a variety of nursing services in our home during this time, from the administration of solu-medrol, as well as the administration of the IVIG (gamma globulin) for the last five years.

The average time of an IVIG infusion is approximately five hours, during which time the attending R.N. is required to monitor vital signs, respond in the event of a negative reaction to the medication and provide a wide variety of health care services during the course of the treatment. Obviously it is critical that a rapport develop between patient and nurse, a bond if you will, where the patient develops a sense of confidence and trust in the nurse. During the six years my wife has received the IVIG treatment she has had four nurses who administered the treatment. We have been with American Outcomes for the last eight months because of your ability to provide Octagram, the only IVIG treatment my wife can tolerate. Paul Flores has been my wife's nurse for the entire time we have been with American Outcomes.

During the time Paul has attended to my wife there have been numerous occasions when I have been present. During these times I have observed a kind, caring and compassionate individual, one whose professionalism is evident from the time he first takes my wife's blood pressure upon his arrival until the time he checks her vital signs for the final time before he leaves after the completion of a treatment.

During the eight months that Paul has been treating my wife we have developed a friendship that my wife and I value immensely.

There are many similarities between the duties and responsibilities of Police Officers and Registered Nurses. As a Chief of Police with more than twenty six years of experience, I know the importance of having a professional police officer who is mature, responsible, has excellent judgment, strong communications skills, common sense and who is kind and compassionate. I also know how important it is to receive letters praising the outstanding service of any of my officers as it reaffirms my confidence in both the individual officer and the organization. You should be extraordinarily proud of the service of Paul Flores and for having an individual of his caliber representing your company.

Would you be so kind as to insure that a copy of this letter be placed in Paul's personnel file. If you have any questions, or require further information, please do not hesitate to contact me.

Very truly yours,



DAVID

Chief of Police ✓

cc: Paul Flores

Dear Aleesa + Bob,

I want to thank you for all the hard work that you both did to get our insurance problem resolved. We appreciate it more than you could know. We feel we had people in our corner fighting for us.

I am writing this note as Tony is being infused. The drug is a miracle drug for him. The observable difference is so amazing. I wish I had a video recorder to send you a before + after infusion.

Thanks again,  
Anton + Margaret

Great Neck, New York 11021

May 18, 2006

Bo Sanderson  
American Outcomes Management  
5009 S. Hulen Street  
Fort Worth, Texas 76132-1967

Dear Ms. Sanderson:

Let me begin by telling you how much your assistance, patience and understanding have meant over these tortuous few weeks. As you may remember since my enrollment in Medicare, I have felt like a ping-pong ball trying to obtain information and fighting for my right to maintain medical care I need. Never in my wildest dreams could I have imagined that the circumstance of turning 65 would lead to wading my way through the Medicare maze in order to continue receiving IVIG treatment in my home at an affordable cost. After weeks of phone calls, e-mails, letter writing, it may sound fool hardy to continue but as an AOM patient I not only receive quality care but have encountered such professional, capable people; Linda Russo, Jerry Moore, Jennifer and most recently you. When you returned my call yesterday with the information that Curascript will provide GammaGard, I felt as though a boulder had been lifted from my shoulders.

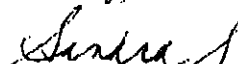
The AOM staff has always kept me informed and was available whenever I had questions. Jerry Moore has provided information and guidance about the medication and I feel as though I know Jennifer from her cooperative, helpful scheduling of the delivery of my medication. There aren't enough words to describe my trust and respect for Linda. I transferred to AOM when I found she worked for your agency. I've stated all of this to indicate why I am continuing to try to remain an AOM patient. Unfortunately, legislators can't begin to understand how important it is for patients to be informed and feel safe, especially when receiving home care.

My union, Council of Supervisors and Administrators (CSA), has advised me to submit the bill to GHI for reimbursement. Should GHI pay less than the full amount the bill will be submitted to my union's Welfare Fund private duty nursing benefits. In addition, I have attached a letter from Congressman Gary Ackerman and am hopeful that an exception will be made. As I explained I have real concerns about hospital treatment because of the danger of infection and my susceptibility to a form of staff infection, which in my case, is resistant to the usual antibiotics. I diligently work to maintain my health and remaining with AOM will help me do so. I should not be penalized for growing older.

I am taking advantage of your kindness and asking if you will pass this information to the appropriate decision makers on my behalf. I hope I won't have to miss another infusion.

Thank you for your earliest attention to my request.

Sincerely,

  
Sandra S.

11-24-04

To Whom it may concern,

I am currently a patient with Lyme's Disease and am being treated with Rocephin IV antibiotics. I began my treatment on September 29, 2004!

A.O.M. has been the company that has distributed my medication and has been there for me in so many ways. Being on any medication can be a very scary experience, but even more so when it pertains to IV medication. A.O.M. has been available on all occasions. I can reach them at night, in the middle of the night and also on weekends. My experience has been ~~there~~ response time is immediate!

On another note, I had a situation where I needed an immediate delivery of medication over the weekend and they came through for me completely.

I do not always have access to conversation with my doctor but having A.O.M. has been a wonderful experience during such a difficult time. They are a wonderful group of people who have made themselves always available, no matter what time of day or night.

Sincerely,  
Karee

**American Outcomes Management  
5009 S. Hulen St. Ste. 102  
Fort Worth, TX 76132**

**Dear AOM Staff-**

**Your service is incredible and Ginny was superb. This made the whole experience great. Having it done at home was a perfect experience to something I wasn't looking forward to.**

**Thank you,  
Kyle**

**P.S.**

**And Ginny is a new friend. If you ever need someone as a reference for a patient, please use me.**