

----- Forwarded Message -----

From:

To: mpaniza@aomosny.com

Sent: 2/24/2016 7:34:20 PM

Subject: per our conversation Wednesday morning--please forward attached letter re TPN care--

Good morning.

For the past several months I have been receiving TPN home infusion services via AOM. I was referred by Dr Alfons Pomp/Dr Jonothan Waitman while I was an in-patient at Cornell Weill New York Presbyterian Hospital.

During subsequent home treatment, calls to AOM have been answered quickly and courteously without fail; messages have been passed on and returned in a timely fashion--very helpful. The AOM team members have all collaborated and provided excellent care during this potentially difficult time. Those people directly involved in my care have invariably been accessible and communicative. They have worked closely with each other and kept me informed about ongoing treatment planning. Their support has been invaluable.

These team members have been especially noteworthy:

Nilsa Gallego did a terrific job coordinating the myriad aspects of care. Always responsive, she resolved problems that came up quickly and effectively.

Sheryl Chan, the pharmacist, was very, very helpful. She tracked the process and was accurately informed at every step. She also kept me up-to-date via phone and e-mail making sure I was informed too. She passed on weekly lab results and any other concerns to Dr Waitman and then implemented his orders--without any glitches--throughout the entire treatment period. She also ensured that needed supplies were always on hand and was very patient with organizing a sometimes complicated delivery schedule!

I had the most one-on-one contact with **Sarah Dorritie**, RN. Her care was noteworthy. Sarah is personable, easy to talk to, and to work with. Her scheduled visits were totally reliable and she also made herself available as needed (and made it feel as though it was no trouble at all!). Sarah's clinical knowledge and expertise are impressive. She listens, and then evaluates information carefully, so she can provide relevant counseling and offer sound advice (which, by the way, has always proved right). Her technical skills are impeccable: for example, she maintains irreproachable aseptic technique. Sarah also follows up on ongoing issues and is proactive when that is helpful.

Dr Waitman has been a reassuring presence through NYC Presbyterian hospitalizations in December 2015 and February 2016. He is the physician who has prescribed treatment and also worked seamlessly with AOM personnel.

My thanks to everyone--I do appreciate all the help I've received and the manner in which it has been delivered.

Dear Mr. Jampole,
This is a note of extreme
thankfulness. You have in
your employ one of the best
nurses I have ever met.
"Nurse Mike".

Some seventeen months
ago my husband Jack was
diagnosed with esophageal
cancer. - Surgery was not an
option. T.P.N. was administered.
"Mike the Nurse" came into our
lives each Monday he would
arrive with a big smile,
caring not only for my
husband, able to care &
see about me.

We will always be grate-
ful for his "Monday with
Mike". He became a member
of our family for those some
shining moments the world
was brighter because he
was with us!

I commend you for employ-
ing such a dear & wonderful
human being. Also Jack &
I would give to work
with. My husband passed
new year's day, knowing he was
loved by many. Had a staff
of finally professional attending
to him. Warm personal remarks
Evelyn

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,

A handwritten signature in cursive script, appearing to read "David".

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.

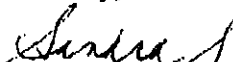
The AOM staff has always kept me informed and was available whenever I had questions. Jerry Moore has provided information and guidance about the medication and I feel as though I know Jennifer from her cooperative, helpful scheduling of the delivery of my medication. There aren't enough words to describe 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.