

Dear Sir:

I am writing this to let you know how very pleased I have been to have had the pleasure to be in the Long Beach ER this week. This unit is filled with the most capable, caring and professional staff and I wish to let someone in the administration of this hospital to know this.

When someone is ill, the professionalism and caring of staff administering to their needs are paramount. I have been in your hospital and so has my husband for many years, my husband with his cancer and myself with minor illnesses.....At these time, always, and I emphasize always, there has been the utmost concern for our comfort and always explanations as to medicines and what procedures were needed.

Both of your ER units, one in Oceanside and the newest in Long Beach are exceptional in the staffing, maintenance and cleanliness of the entire department there. The doctors are professional and caring and take time with explanations, which eases patients anxieties. All the RNs are also very professional as well as caring and capable in all emergencies.

It is never easy being in a hospital, but when you encounter a very exceptional hospital and also exceptional staffing it does make quite a difference to the patient.

Again, I must reiterate my very high regard for the administration of SNCH and how it is reflected in your staffing and quality of life for the patients. I thank you once again.

Respectfully yours,

Mrs. Ann Lynch

A handwritten signature in black ink, appearing to read "Ann Lynch", written in a cursive style.