

March 15, 2018

Ms. Kathy Olson
Chairperson
Illinois Health Facilities and Services Review Board
525 West Jefferson Street, 2ND Floor
Springfield, Illinois 62761

**Re: Letter of Support Dialysis Care Center Elgin
Project 17-061**

Dear Ms. Olson,

Dear Lori,

I am writing you to let you know how grateful I am for the assistance I have received from Selinda. Last year Selinda contacted me regarding my sister Ellen Schoepke's medical bills. Selinda has walked me through the process of getting Ellen on Medicare. She has always been extremely pleasant and kind to deal with. Words cannot express how much I have appreciated Selinda and all the information she has given me. I was not aware of the assistance available to Ellen so a large burden has been lifted.

I am Ellen's primary care giver. Ellen has been on dialysis since June 2017. I take Ellen to all her doctor appointments, surgeries, medication, bills etc. Ellen has had two surgeries to remove three toes. Ellen had a graft and catheter put in early June. Ellen's line has been blocked over seven times resulting in more surgeries. In addition to all this, we received bills from the hospital visit in Chicago to be put on the transplant list. As you can imagine, the bills do get overwhelming!

Thank you for all services you provide. It has been a long road and we are not even at the one year mark yet. We still have a long way to go but it makes such a difference to have the assistance of others along the way. Selinda has been one of those individuals for me.

With Much Appreciation,


Eileen Arosen

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MAR 20 2018

HEALTH FACILITIES &
SERVICES REVIEW BOARD

Thank you,

[Patient's Primary Care Giver]

3.16.2018

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Dear Ms. Olson,

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SERVICES REVIEW BOARD

I Cary Bolton, would just like to formally inform your staff that my Treatment care has been great so far at the New Dialysis Care Center located in Olympia Fields. The support staff has the Character and personality for this critical care field.

Transitioning from DaVita, there is a great difference in patience care. The care here is personal & professional as it should be considering the healthcare procedures'. Since my transition from DaVita,

I can honestly say I'm pleased being back in the hands of a company with good quality healthcare. The Doctors make frequent rounds with their patients, and the staff nurses is always inquiring about your treatment care. The team, Niecy Ford, Marilyn Malone, Ronnesha Scott and Marvinia Anderson are a credit to their field.

Also, facility is nice and clean, and the staff is very friendly which is refreshing. Remembering we only live by doing Dialysis, pending transplant if qualified for such. The atmosphere is a very important tool for treatment.

Knowing That the patients are in a vulnerable health state, good character, personality, smiles, concerns, and quality is a Major prerequisite in this type of healthcare treatment.

I like to also mention, when I first became a patient with (Home Dialysis) Quality was the main ingredient which I solely live by. I stand firm on quality, in which you all know, who knows me. Keep up the good work and let not the expansion and growth of this company in which I have seen expand from one clinic to multi clinics. Quality should always be the motivator for your success

Thank you,

Cary Bolton
Patient of Dialysis Care Center

