

June 4, 2019

Ms. Courtney Avery, Administrator
Illinois Health Facilities and Services Review Board
525 West Jefferson Street, Second Floor
Springfield, IL 62761

RE: New Outpatient Therapy Facility at Advocate Illinois Masonic Medical Center (AIMMC)

To Whom It May Concern:

I have been a practicing Internist at AIMMC for more than 30 years and have had extensive experience with our outpatient rehabilitation services (Physical Therapy, Occupational Therapy, Speech Therapy, Audiology, etc.). Obviously this is mostly through patients whom I have referred, but also as a client myself; I can say unequivocally (especially in comparison to other institutions with which I am acquainted) that the services provided have been outstanding-- my patients objectively and subjectively make remarkable gains in restoring their functional abilities. These superb services are available in a very timely fashion and provided in not only a consistently competent manner, but with great attention to the dignity and psychosocial aspects of patient care that are so crucial to excellent outcomes.

Because these services are so beneficial, it would be wonderful to make them even more available to our patients and the community at large. Presently, frequently mobility-impaired patients need to navigate a myriad of entrances/ floor levels/ elevators to get to a space that is inadequate in size to accommodate all of the "pent up" need. Therefore, it would be fantastic if a new facility could be built that addresses these present deficiencies-- a large, modern space where patients could be dropped off or park at a street level entrance/ requiring one elevator maximum to access the services.

Therefore I heartily support the request to approve the project that AIMMC is proposing; it would make an already fabulous resource that much more accessible to all.

Sincerely,



Paul Ringel, M.D.
Senior Attending Physician
Advocate Medical Group

19-024

Ms. Courtney Avery
Administrator
Illinois Health Facilities and Services Review Board
525 W. Jackson Street 2nd Floor
Springfield, Illinois 62761

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HEALTH FACILITIES &
SERVICES REVIEW BOARD

Ms. Helen Byrne
2736 W. Sunnyside
Chicago, Illinois 60625

June 4, 2019

Dear Ms. Avery,

I underwent surgery for a total knee replacement January of 2019 at Illinois Masonic Hospital. The operation went well. I stayed in the hospital one night. Went home to start the rehabilitation.

For the next four months I visited the Department of Physical Medicine and Rehabilitation at Advocate Illinois Masonic Medical Center once or twice a week. The personnel were terrific, moving me through the process.

To make the experience even smoother, easier to complete, a few crucial things would have helped. It was a long walk to the elevators to get to rehab. First parking the car, then through security, walk to elevators and up to 3 walking again to a friendly but cramped area. Other patients were friendly but there was no privacy for me to work with, and sometimes complain about my progress to my thoughtful therapist. Clients were, maybe, separated by a curtain.

I urge you to review the importance of the rehab experience as such an integral part of surgeries. I have seen my Doctor twice since the surgery. How many visits, hours of conversations, have I had with the physical therapist? Better access, privacy and space would improve this process, that goes so much further than an operating room or doctor's office.

The success of my knee replacement is due to physical therapy. Your making that months long rehab process more comfortable by better access, more space for equipment and privacy you would greatly improve the needs of patients. Thank you for your consideration.

Sincerely,



Helen Byrne