

March 11, 2021

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

Re: Letter of Support- Mercy Hospital and Medical Center, Exemption #003-21

Dear Ms. Avery,

I am writing this letter in support of my amazing doctor, Dr. Jawad Shah, serving patients throughout the United States.

In January 2020, I was diagnosed with a baseball-sized mass on my brain. I was fast-tracked by a Neurologist to consult with Dr. Shah. From the first visit I had with Dr. Shah and his team at Insight in Flint, MI, I knew I was in good hands.

Dr. Shah explained my condition and prognosis to me and my family, even taking questions from my husband and daughter. He made it very clear that not only was he concerned with me as a patient, he wanted to ensure that my family also understood what was going to happen with my treatment plan. I left his office that day scared, but again, feeling that I was in good hands. I was scheduled for more tests and a tentative craniotomy in the coming weeks. Dr. Shah's staff went to work immediately working with me to get me in for an immediate full body CT and brain MRI to confirm his diagnosis. They worked with me to get tests as soon as possible and close to my home so I wouldn't have to travel far as I couldn't drive until after the mass was removed as he feared I could have a seizure and hurt myself or another person on the road.

Dr. Shah made time to see me as soon as my results were in and scheduled surgery. Within a few days, my condition had started to deteriorate and I received a call from his team late on a Friday night that they were moving up my surgery. His administrative staff (they are awesome) made sure she explained everything to me – from pre-op testing to the need for another consult with Dr. Shah prior to surgery. His right hand, Nina, told me I was now part of the "Insight Family", and would be treated as such – which I was. Their family meshed with my family and I honestly don't think I would have recovered as quickly as I did physically without the support of Dr. Shah and his medical and administrative teams.

When I had issues with other doctors involved in my recovery and treatment plan, Dr. Shah was quick to intervene and made sure I had the care and medications necessary to continue on with my recovery. Even when out of town on his own personal time, Dr. Shah checked on me and his other patients to ensure that we were doing okay. What doctor does that?

During recovery, I never had a problem getting questions answered or follow-up appointments. Even after hours, Dr. Shah had someone on hand to get my questions answered as soon as possible. Due to an infection post-surgery, I had to have other procedures, and then Covid set in. I was not able to have treatment safely at my original hospital, so Dr. Shah and his team moved me to his other Insight Surgical Center for surgery as he knew his staff and incoming patients were effectively screened for Covid each day. I was amazed at the professionalism and compassion shown by his team at each of my follow-up visits at both of his locations. I also liked the availability of having radiology, pharmacy, and pain clinic services available at one location. Being able to get an MRI and go right to my appointment for results is not only convenient, but also helps alleviate stress on the patient wondering if the test results would be good or bad. The entire team at Insight works in collaboration to ensure their patients are receiving services and care in the most efficient manner possible. Had I lived closer to Insight, I would have also used the facility for Physical and Occupational Therapy services as well.

As Dr. Shah expands his operations outside of Michigan, I know that he and the team he builds at a new location will operate with the same patient-focused values that they have with me over the past year. I am continuously recommending Dr. Shah and the Insight team for Neurosurgery services. They saved my life and have truly been “family” to me...just like they said they would at the very beginning of my diagnosis.

Should you want to speak to me directly to discuss this situation any further, please email me at kristi.kigar@gmail.com, or leave a message/text at 810-441-3946

Sincerely,

Kristi Kigar