

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,

My name is Terrance Jones and I have been a patient receiving care at Insight since 2015. I was involved in a terrible car accident that left me with a vast amount of traumatic injuries both physically and mentally. Since becoming a patient at Insight my life has been improving since the accident. I have been given excellent service and care by all of the staff members. They have all treated me with common courtesy, explaining things to me clearly, encouraging me to just be patient and give the care time and I will notice a difference.

I had surgery done on my back by Dr. Jawad Shah and I must say, I was etchy about getting surgery at first but after I got it, it was one of the best things I did in my life. Dr. Shah explained and went over the procedure before the surgery telling me what to expect and what it would be like. The day I got the surgery Dr. Shah's staff made me feel so welcome and comfortable easing any amount of nervousness I may have had. Dr. Shah spoke with me before surgery explaining the procedure again. After the procedure he instructed the staff to not let me leave until he spoke to me That made me feel so good, He took the time to check on me to make sure I was okay and let me know how things went

The aftercare process he provided was very helpful and needed, it showed me how much he cares for his patients and what his profession means to him. I have healed great in back and I am walking around and moving in a great way. Before the surgery I never thought I would walk nowhere near this good again. I am so thankful for Dr. Shah and his staff at Insight, they have really helped me change my life in so many ways. I tell people about him and his staff and I am always recommending him to people I know and meet.

Thank you for the opportunity to have you briefly listen to my story and thank God for sending me to Insight.

Sincerely,

Terrance Jones