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To: dmc@ccf.org; ryanj@ccf.org
Date: Friday, July 11, 2008 1:05:26 PM
Subject: EXCELLENT SERVICE

To All,

My dad, Hyman S. Elias of Delray Beach, Florida had just had a huge endovascular procedure with Dr. Roy Greenburg. Dr. Greenburg is a colleague of my brother, Dr. Steven M. Elias and it was his referral to Roy that brought my family to your magical facility. My brother will be presenting at your clinic in September on Vascular Medicine because he values the quality for both doctor, patient and and their family's.

When each member of our family had to leave the Hotel Intercontinental and go from one place to another, there was a service provided by Mustapha Bounit that took the cake for any service i have ever received before. As New Yorkers, we are exposed to the best of the best..and Mustapha's service was supreme. My brother kept telling me to keep using his services as he, himself had his trip made easier by Mustapha's sensitivity..he was like our personal chaffeur and valet...and "go to" man!!! I stayed behind with my parent's to see to their care longer than my brother...and when my parents had to leave, he clothed my dad, (who had already fallen in the hotel after surgery waiting for his flight the next day) took care of my mom, had their boarding passes handed to them as they pulled up to the airport and their luggage taken...no waiting..nothing. I am truly and emphatically urging you to recognize this man and his services provided to have an "in-house" office as part of all discharge planning..He was MORE than anything i could have ever expected..exceeding all standards anywhere...

Good luck to all you do...together you have created a model that the future of all hospitals ought to adhere to...from the food court's quality of food (i am a vegetarian) to the transporters for my mom too, to the "red coats" and right up my alley,...channel 35 or 36 for alternative "mind-body" medicine...you have done the work greater than the sum of your parts. MAZAL TOV!!!

Many Blessings,

Amy Elias Kornfeld, MS
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