



# MEMORIAL HOSPITAL OF CARBONDALE

February 3, 2009

Mr. David R. Strand  
Chief Operating Officer  
Cleveland Clinic  
9500 Euclid Avenue  
Cleveland, OH 44195

Dear David,

I wanted you to know how appreciative I was that you took a few minutes from your day to spend time with a colleague to discuss healthcare, as well as my daughter's illness. To update you, my daughter Carsten had brain surgery performed by Bill Bingaman, M.D., on October 9, 2008, to remove a small area of cortical dysplasia in her right frontal lobe. As of today, my daughter has been given a clean bill of health. She has not had one seizure since the day of surgery performed by Dr. Bingaman. Dr. Kotagal has reduced Carsten's medication from three anti-convulsants down to just one, Keppra, that we give twice daily.

I know that you probably hear stories of great things that happen at your health system daily. I just want to be sure that you were made aware of how unbelievably ecstatic the Millstead's have been since we visited Cleveland Clinic. We will be returning to Cleveland on April 9, 2009, for follow-up MRI's and EEG's with Dr. Bingaman and Dr. Kotagal, and look forward to more good news for our daughter Carsten.

One other item that I felt obligated to let you know that made our visit to Cleveland not only memorable, but also pain free. We were introduced to Mustapha with Bounit Brothers Transportation, LLC. Mustapha himself has helped us with flight bookings, travel back and forth to the hospital, and has been a huge bit of esprit de corps for Cleveland Clinic. I would recommend Mustapha to anyone who needs access from the airport to your hospital.

Hope all is going well in your new position. If there is ever anything I can do to assist you in anyway, please do not hesitate to contact me. I look forward to running into you while we are there with Carsten in April. Thank you again for changing the life of my now healthy and happy, 9-month old, Carsten Rie Millstead.

Regards,

Bart Millstead, FACHE  
Administrator

cc: Mustapha Bounit  
Bounit Brothers Transportation, LLC  
Rob Strange, M.D.