

Thomas L. Elliott
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Cleveland Clinic
9500 Euclid Avenue
Cleveland, Ohio 44195

Gentlemen:

I recently had open hear surgery at the Heart and Vascular Institute. My experience was absolutely wonderful and the treatment extended to both my wife and I from all personnel was second to none. All together my wife and I were there for approximately 14 days and stayed at the Continental Suites Hotel during the time I was not in the hospital. The accommodations were wonderful, safe and very comfortable.

There is one area that I would like to suggest someone look into to that will hopefully help others who might experience the same problem. The shuttle service is just fine if you are able to travel via that mode of transportation, however, if you need to travel from the hotel to the hospital after surgery there are very few options available.

I needed to be at the hospital early for scheduled appointments on two separate occasions and requested the service of the hotel van only to be told that it was not operational until 10 am; I needed to be at the hospital at 7 am. The shuttle van was too rough for me to ride just having had surgery. I had to call for a private limousine in order to get to my appointments on time. The service I used was Bounit Brothers Transportation, P.O. Box 606138, Cleveland, Ohio 44106; 216-789-7076. I found the owner, Mustapha Bounit to be reliable, responsive, helpful, caring and completely tuned in to the needs of patient care. Having someone like Mustapha available to provide transportation for patients who otherwise cannot ride the shuttle nor get van service from the hotel would be of great service to your patients. I would without reservation highly recommend him.

Again, our deepest heart felt thanks for the outstanding care during such a trying and difficult time. Everyone was so friendly and helpful.

Thank you for your consideration.


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