

From:

Sent: Friday, August 30, 2019 9:19 AM

To: HR

Subject: Patient Compliment

Importance: High

Hi Shelley,

I just wanted to say thank you so much for helping me with everything. I told Tarina, the visiting nurse, how much all of you went above and beyond to help me, and she said she hears that all the time from her patients, they especially love you 😊!

I also wanted to let you know that Tarina is so sweet, we sat on my deck all day just talking away. I was so nervous about having a stranger in my house for that many hours and not get along. I believe I have made another friend today with your company 🙌.
You guys are the best from start to finish!

Thank you again from the bottom of my heart, it's a rarity today to find 1 person to help you out, but everyone I have talked to (and behind the scene) have been fantastic.

Sincere regards,
BC

From: Vanessa Montgomery

Sent: Monday, November 5, 2018 11:04 AM

To: Texas

Subject: Patient Compliment

I had to call and speak with patient DC about a clinical issue this morning and she wanted to let me and everyone at AOM know that she has never had a bad phone call or experience with AOM in the many years that she has been our patient. She raved on and on about how nice everyone at AOM is and how she can tell we have high standards in the way we treat our patients. She called us a "divine intervention" in her life. I told her that we appreciated the kind words and were happy that we can take such great care of her and not add to the stresses of her life. She asked that I pass her compliments on to everyone at AOM. 😊

Thank you,

Vanessa Montgomery, PharmD

Pharmacy Manager

American Outcomes Management, L.P.

From:

Sent: Monday, May 7, 2018 10:39 AM

To: HR

Subject: Patient Compliment

Today is National Nurse's Day, and for me I can say that I have had more than my fair share. However, on November 3 2014 my life was changed and my "angel" Beth Weinstein Gibbs was sent to me. Every Monday Beth comes to change my port needle (hate it), do a dressing change, check my vitals, collect my labs and listen to me whine and complain about how awful my week was lol. But over these past few years she has become so much more, as most nurses do. She is my ray of sunshine on my darkest days, she has become family, she has run to my hospital bedside multiple times. She has become an advocate for me and one of my biggest supporters. But most importantly no matter how I am feeling she always manages to make me smile and always gives me hope. Beth, I hope you know how much you mean to me and my family. Thank you for everything you do ♡ I love you always! 🙏

Thank you,
AS

From: Cynthia Donaldson

Sent: Friday, March 03, 2017 3:23 PM

To: Texas

Subject: Patient Compliment/Who Loves AOM!

I spoke with patient, TR and he stated that he wanted to compliment our AOM Team. He says that we take the pressure off of receiving IVIG and stated "Even when I receive IVIG in the hospital I had to be on top of it so that no mistakes were made. AOM just makes it easy!" As always, he raves about his RN, Annette. Keep up the good team work!!

Have a great weekend!

Cindy Donaldson, RN

Patient Care Manager/Nursing Administrator
American Outcomes Management