

Sent: Tuesday, October 13, 2015 2:51 PM

To: Jean Bremer, RPh

Subject: Customer Experience

Hi Ms. Bremer,

I just wanted to take a moment to let you know that I have had a great experience with your employee Diana Quinn. From the moment I decided to move forward with a TPN Diana texted me immediately with all kinds of information that I would need. Anytime I texted her with questions or requests she responded immediately. Most of the time she needed to reach out to someone else and she would always follow up to make sure that person contacted me and my issues were handled.

As you probably know from your work experience when someone has to use a TPN it usually means that treatment isn't going great for the time being and can be a delicate situation. It is even scarier when you are not getting answers to your questions or anyone responding to your calls. Diana made the whole process so easy and I knew I could always rely on her.

Thank you so much for supporting an environment where the patient comes first no matter what.

Thank you,

“JP”