

Dear Mr. Wills

7-13-13

I'm writing this letter to you because my husband, Paul Updegraff, Jr., has been required to use your service from 3-14-13 to 7-10-13 for a major bone infection. During this time we have been in contact with many of the people from the different departments that you employ.

I want to commend who ever hires these folks in doing an excellent job. Every person that we have had contact with has been nothing but extremely professional, courteous and helpful.

Your nursing staff and pharmacist were always prompt to either take a call, return a call, or provide guidance.

The delivery men were always on time and cheery and never failed to call us to tell us when to expect them.

Angie Tillery was great to investigate why the prescription was not being covered by Medicare/AARP, resulting in saving us quite a large sum of money.

I just wanted to take the opportunity to thank all of the people that we have been involved with at Option One. We are truly grateful that those folks made this long ordeal as pleasant as possible with their professional and caring natures. I hope you will pass this on to your staff and that you appreciate them as much as we have.

Sincerely,

Cindy Updegraff