

220 Commerce
Suite 100
Irvine, CA 92602

tel 714.921.2273
fax 714.734.2780
www.VITAS.com

May, 2012

To whom it may concern,

I am writing this letter to express my gratitude to the staff at 24 hour home care. I am an admissions nurse with Vitas hospice and on many occasions we are asked by our patients to provide reference for a home care company to use. In the past I had used many other companies and always gave my patients multiple company names for them to call. On more than one occasion I gave the name and number of 24 hour home care. The most recent experience really impressed me the most and I want to thank you for all that you do. I was seeing a patient Orange County at home; the patient lived with only her elderly husband. She had become sick very quickly and suddenly I was there talking to her spouse about Hospice and also about how he was going to care for her at home. We quickly realized that "He" wasn't going to be able to care for her anymore, starting that very evening (mind you it was already after 4pm on a Friday). After 60+ years of marriage he would now need to hire someone to help him care for his wife. That idea was foreign to him but I reassured him that I knew just what to do. I called Gavin Ward at 24 hour home care, explained to him the situation and the immediate need and within 2 hours we had not only a competent caregiver at the house ready to work but also the intake/manager there to do all the paperwork to get the services set up. I was pleased with the timely arrivals, the professionalism and the flexibility to work with him on the hours and care she would need since this was their first time paying for care. The patients spouse agreed to services offered and was impressed with the great follow through on everything that was promised.

Taking care of my patient was my first priority, but I was truly impressed with the entire experience and would and have used them again.

Thank you again for making a difference in my patient and her family's life.

Your help was truly appreciated

Sincerely,

Megan Ameduri



Admissions Nurse, Vitas Hospice

VITAS
Innovative
Hospice Care®