



February 23, 2009

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Mr. Eugene Bassett, CEO  
Jackson Memorial Hospital  
1611 Northwest 12<sup>th</sup> Ave  
Miami, FL 33136

Dear Mr. Bassett:

We are a national provider for Aetna Insurance and when tasked with the transfer of their patients from the Caribbean Islands, because of catastrophic illness or injury, we have had the opportunity to work with Jackson Memorial Hospital. We cannot speak highly enough of Ms. Bendell and the staff of the International Transfer Department. No matter what time of day or night, their response is immediate as well as providing the intervention to get the patients transferred. Often, it is our responsibility to secure admissions to a receiving facility, it goes without saying that when a patient has a catastrophic incident, our first response to our clients and their insured, is for transfer to Jackson Memorial Hospital.

Most recently, we had a situation involving a patient that had sustained multiple fractures from a skydiving accident in Puerto Rico. Because of the uncooperative nature of the physician in San Juan and his refusal to speak with an American doctor, the transfer of the patient was prolonged. Once we were contacted, an immediate decision was made to send the patient to Jackson Memorial Hospital. A special thank you goes to Dr. Marcio Lynn, the Medical Director who stepped up and accepted the patient even though the transfer was not according to their usual protocol. I spoke to Dr. Lynn, explained the situation to him and without hesitation, he agreed to the transfer of the patient to Jackson Memorial Hospital. The sending facility in San Juan refused to provide further treatment to the patient, including pain medication, let alone send the appropriate medical records.

Because of the diligence, understanding and compassion, as well as the response of the International Transfer Department, we were able to expedite the transfer of the patient to your facility for appropriate treatment. Upon arrival, the patient was admitted through Trauma Recces. The compassion, diligence and assistance provided to our staff to facilitate and expedite these transfers, allows those patients immediate and rapid access to the high quality care you provide.

I look forward to a continued working relationship with Jackson Memorial Hospital. If you have any questions, or I can be of further assistance, please do not hesitate to contact me.

Sincerely,

Craig W. Poliner  
President

CWP/pas  
Cc: M. Lynn  
A. Bendell

Wk2/followup/09trips/Jackson Memorial Hospital