

November 5, 2007

Foundation Hospitality Services
Jackson Memorial Hospital
Miami, Fl 33136

To Whom It May Concern:

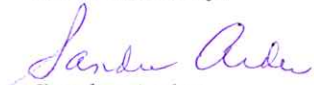
My husband, Eugene Arden, was a patient in the hospital from Oct. 25 until October 29. Before we had arrived, Mayte Acosta had contacted me, met us for his pre-op testing, made arrangements for me to stay with him and in general was there for me.

The day he arrived for surgery, we were met by Maria Grant, who made a trying time much easier, both with her upbeat attitude, her knowledge of how the system works and even thinking of buying me a newspaper to help while away the time.

Mayte never lost contact with me. She told me that even after my husband was discharged, if I had any concerns or questions, I should call her.

I can not tell you how grateful we are for these ladies. They were efficient and warm. I felt I really had an anchor in Miami.

Most sincerely,



Sandra Arden
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