

Memorial Healthcare System, Hollywood, FL

The patient, Chip, qualified for Memorial Healthcare System's South Broward Community Health Services (SBCHS), effective 8/29/2012 to 8/29/2013. SBCHS provides charity medical care for residents who cannot afford health insurance or are underinsured. Adult services provide patients with medical treatment as well as educational programs and services. Below is a letter from Chip to Memorial Healthcare System President/CEO Frank Sacco.

Dear Mr. Sacco,

I just wanted to share my thoughts regarding my recent experience, correspondence and conversations with your employee, Angela Varela, patient financial services representative at South Broward Community Health Services.

I am absolutely sure you are already aware of this, but I just wanted to reaffirm: Ms. Varela is one of the most courteous, pleasant and friendly people I have had the privilege of meeting in quite some time – not to mention the fact that she is very positive, detail-oriented and efficient as well. Ms. Varela's professionalism is above reproach.

I cannot recall a tougher, more difficult year for me than this one. I lost both my parents and four of my closest friends. I also recently lost my job where I was one of six pastors in a local church for 15 years, and with the loss of my job, came the loss of my health insurance. Wouldn't you know it ... I hadn't been sick or had any sort of major illness or emergency in so many years that I cannot remember. But then, all of a sudden, literally less than one month after my insurance was no longer in place, I had a major medical problem requiring an emergency room visit and hospital stay. This could not have come at a worse time in my life. With my wife and me without jobs, needless to say, it has been a difficult and embarrassing time for me. Frequently, I have felt that I'm not doing a very good job of taking care of my wife and making ends meet.

However, with that said, this is where Ms. Varela comes in. She is an inspiration and a positive force for my wife and me, and she doesn't even know this. She worked very diligently on my case during my meeting with her, and has been very accommodating with all my questions since. But more important, she encouraged me with her heartfelt compassion and uplifting spirit. She is a breath of fresh air! It's quite obvious that she takes great pride in her job and willingness to help others. I just think it's amazing how God uses people in our lives to help us, without them even being aware that they are affecting us and others so much. Her kind and encouraging words have made a difference in the way I have been dealing with my current hardships.

Words alone cannot express how valuable an employee like Ms. Varela is to your organization and to our society in general. I'm sure you agree! Also, I would like to congratulate you for choosing her to be part of your team. Obviously, you must see the same qualities in Ms. Varela – otherwise, you would not have her in such a responsible position where professionalism, compassion, attention to detail, diligence and communication are so vital. She has a difficult job, but believe me, she does it well.

As I'm sure you know, Ms. Varela is the sort of person who ultimately helps your light to shine brighter in the eyes of your superior(s) as well. I would venture to say she probably does this selflessly at every opportunity that comes her way. She's the best of the best! Please let her know how much she is appreciated.

Many kind regards,
Chip