

March 15, 2021

Richard Murphy  
President & CEO  
Mount Sinai South Nassau  
One Healthy Way  
Oceanside, New York 11572

Dear Mr. Murphy,

I am writing this letter on behalf of myself and my family and friends. We can't express the gratitude and thanks for the care I received from February 1<sup>st</sup> – February 18<sup>th</sup>, 2021.

On 2/1/21 my husband brought me to the emergency room. When he called the next morning they told him I was in critical condition. He was distraught and didn't know what to do next. Luckily he spoke to someone who guided him in the right direction. I ended up needing emergency surgery for an abscess in my abdomen. I became septic. I was in the PACU with a fever of 105.7 and they took 6.5 liters of puss out of me. Needless to say I was out of it and don't remember everything.

From the moment I was seen in the emergency room the staff at MSSN was amazing. Frank who was my nurse in the emergency room was so caring and attentive and was explaining everything he was doing and trying to help me with the pain. Eventually I was lucky enough that Dr. Ann Buhl was called in and performed my emergency surgery. I can't even describe how thankful I am for her and her team. She saved my life! Dr. George Xipoleas, the plastic surgeon also is amazing. I have been following up with both of them. After I was taken from the ICU to the maternity floor I received amazing care from every nurse, aide and even the medical students were so helpful. I was receiving physical therapy from Susan and Rita, also wonderful people. The medical students would walk with me.

I could go on and on about the wonderful staff but I know you're busy. I have spoken to Rita Regan, another lovely and helpful person. She is going to assist my husband and I as we would like to donate rolling ipad stands to the ICU for patients who can't hold the ipad, this way the nurses can continue taking care of the patients instead of having to hold the ipad.

I'm sure I didn't express everything I wanted to tell you but my point of writing this letter is to let you know what a wonderful hospital and staff you have. Because of the care I received I am alive and at work today after a harrowing and one of the scariest experiences of my life. I am still recovering and I have a long road ahead of me but that's okay, I'm thankful to be here.

Fondly,

Denise Terlinsky (Shapiro is the name when I was in the hospital)