

*Lynnita M. Carter*

Medworks  
Carrie Clark, Executive Director  
19910 Malvern Road  
Shaker Hts OH 44122

October 5, 2014

Dear Ms. Clark, Staff, and Volunteers of Medworks,

I am writing with the deepest gratitude for the medical services provided for the Cleveland community at-large at your recent health care screening events July, 2014 (Lakewood) and September, 2014 (Cole Eye Vision Care Event). There were hundreds of people who participated at both events and the **exceptional courtesy and organization of the process** to be seen, evaluated, and discharged made me feel that I was receiving preferred individual attention and care.

**Everyone** that I was personally involved with was so kind, patient, and helpful, I felt whatever sacrifices had been made in terms of time, space, training, and so much more, was all worth it for those 2 days when I was a patient. You will never know the impact, of the efforts of Medworks, made on those who were seen those days and especially on me who has been in the regular setting of hospital appointments, care, and follow-up for many years. Although I have not had serious illness, there is nothing that can substitute for outstanding customer service. I felt that I absolutely received outstanding customer service from Medworks and that has led to much needed follow-up appointments and visits.

I am certain that it is your mission to offer services for those who are uninsured or underinsured to allow those who do not have resources to receive some much needed medical screening/attention. The attention received was above and beyond what I have received as a formerly insured patient. My husband lost his salaried with benefits job in 2008. Since then, we have been uninsured and relying on God's blessings to sustain our health. He has not let us down but we realize that we do need checkups to make sure things are still okay. The Medworks event in July, 2014 in Lakewood was the first step of help that I needed.

At the July event, I did receive blood pressure check and lab work that came back A-ok. However, after my exit interview I was able to speak with gentlemen from Cleveland Clinic regarding a mammogram. I had not had one in 2 years and with follow-up from

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those in Community Services from Cleveland Clinic, I was able to get a mammogram at South Pointe Hospital as part of "Victory in Pink" program. My films indicated that follow-up up was needed and I was able to schedule the next week after I received the letter. Everything is clear! If I had not attended the July event, I would not have had a mammogram this year because I cannot afford to pay myself out-of-pocket. Also, at the July event we could sign-up for the vision screening event to be held in September, 2014 Cole Eye Institute, Cleveland Clinic. I signed up before I left Medworks in Lakewood and I received a phone call the week of the event as a reminder with the time to attend and other instructions from a Medworks volunteer.

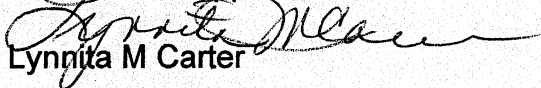
The vision screening that I had on September 20 was the most in-depth screening I've had in years. Because of the thorough exam for lenses and the follow-up with three (3) doctors afterwards, they were able to see signs of early glaucoma in my left eye. I wear corrective lenses/glasses for the left eye only. Follow-up was scheduled for Friday, Oct 3, 2014, based on the notes from Medworks' ophthalmologist(s) and the Rx for my "free glasses". Based on the costs for the services I received, each patient that was seen on September 20, 2014 received **complimentary services** that could have exceeded \$3,000 including visit, tests, frames, and glasses. I am so very thankful for the opportunity to have been a part of this event. It was truly a blessing to me and all of those who attended. I thank God!

**On behalf of all of the patients you saw, and especially for myself, I say,**

*"Thank You"!*

Words are not enough to express my sincere gratitude for your kindness, organization, and caring from **everyone** who was part of the events. It is an awesome and daunting task to get all involved to be **united in excellence!** You **succeeded!**  
**Congratulations! Job Well Done!** Can't wait to get my glasses on October 25<sup>th</sup>!

With sincere appreciation,

  
Lynnita M Carter