

4.19.2007

Greg,

Thank you for the information on how to order the Heart Hugger product. I am calling the 800 this morning to place an order. A close friend of mine is in ICU today recovering from a quintuple bypass at Oakwood Hospital in Dearborn, MI.

Three years ago, I underwent a triple bypass at Beaumont Hospital in Royal Oak, MI.

Unfortunately, I was not aware of your product at the time of my surgery. I have since become aware of it and swore that if anyone I knew went in for bypass, that I would get them a Heart Hugger. If there is one thing that I could change about the treatment I received, it would be this.

It is patently absurd that such an advanced medical procedure culminates in the patient receiving instructions from a nurse's aid on how to use a pillow when coughing or sneezing. I was informed that I might "blow my stitches apart and come wide open" if I failed to properly hug myself. Even worse, I was told that if I inadvertently forgot to roll myself up off the floor, that my chest would likely "burst open." Additional horror stories are told to the patient to, I assume, ensure that they understand that their chest is delicately held together by wire. That is all well and good. But telling someone to find an end pillow at home to use as a support device is shamefully inadequate, especially when a proper support device is readily available.

I am convinced that only those who have actually undergone the procedure and the recovery process can begin to understand how horrifying this is. Additionally, unless you have felt - and heard - your rib cage rubbing together as you brace for a cough, you cannot begin to understand how traumatic it is both physically and mentally. It is, from my personal experience, highly detrimental to the recovery process. Isn't tough enough without making it needlessly worse?

I felt anger, resentment and frustration about this aspect of the process. Again, how can such an advanced medical procedure culminate in the advice to find a common end pillow from around the house to clutch against one's chest to prevent bursting wide open!?!?!?!?!?

The price of your product is tiny compared to all the other related expenses. I would have paid it out of pocket myself had I at least been made aware of it.

I remain grateful to my doctors for the technical expertise. However, I remain frustrated and disappointed with the hospital and the industry for its lack of humanity in understanding the recovery process and its failure to make patients aware of products like this that could make such a tremendous difference.

Good luck in spreading the word on this product. Please feel free to use my note in any way that would help to do so.

Brian Patterson

Senior Vice President

Jack Morton Worldwide

brian_patterson@jackmorton.com

