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To : The Management and Owners of Garden Crest Convalescent Home

Re : Outstanding Expertise & Exceptional Care Provided by "Nurse Alex Mutuc"
for my mother, Ms. Isako Wakimoto

Date : December 14, 2008

This letter is written in sincere appreciation for the outstanding expertise and exceptional care provided by "Nurse Alex Mutuc" for my mother, Isako Wakimoto. While Garden Crest employs several nurses and staff that I will commend in additional and separate "letters of appreciation," Nurse Alex Mutuc is the medical professional who is at the TOP OF MY LIST of exceptional caregivers who go the "Extra 10 Miles" to ensure the well-being of Garden Crest's residents.

My mother was admitted to your care facility on November 17, 2008, and I have visited my mother every day, for at least a few hours each day. Throughout the preceding 25 days, I have carefully observed the manner in which Garden Crest's nurses and staff provide care for my mother, and the manner in which the nurses address issues associated with my mother's serious medical condition.

I have observed that Nurse Alex Mutuc provides my mother, as well as all her patients with care and medical oversight that far exceeds the normal standards, and Ms. Mutuc consistently and cheerfully provides all patients with her special expertise whenever needed. There is no one better. Ms. Mutuc as well as her team of caregivers have always been highly responsive to all my mother's needs, and have consistently, effectively, and with gentle and friendly care, addressed all medical issues, pain issues, and "quality of life" issues associated with my mother's medical condition.

I am deeply concerned about the care my mother receives, and therefore I regularly discuss with Nurse Mutuc the various medical issues and needs which are unique to my mother's serious medical condition. Nurse Mutuc has patiently and clearly answered all of my questions, and whenever I believe my mother is in need of particular medical assistance, hygiene care, or palliative care, Alex has always quickly and effectively responded to my mother's needs by providing exceptional medical expertise, careful and respectful hygiene assistance, and a gentle and cheerful bedside manner.

My mother is sincerely appreciative of the extraordinary care provided by Alex Mutuc, and my mother has repeatedly said that whenever Alex is on duty, my mother feels particularly safe, happy, and at ease. This also puts me at ease, and I am able to perform my regular job, and sleep better at night knowing my mother is happy, and is under the caring and watchful eye of Nurse Mutuc. Alex has been a wonderful and deeply appreciated Godsend for my mother, myself, and our family.

Nurse Alex Mutuc should be identified and commended for her excellent medical care, and gentle emotional care she consistently provides for my mother as well as all her patients.

Thank You Very Much.


Edward Muramoto (310) 968-6814