

*Dr. Rosemary C. Timoney
Tamarac, FL 33321*

Dear Friend in Need of a Special Kind of Help,

Disability or protracted illness is difficult for everyone. Disability or protracted illness when one is alone and separated from the loved ones who want and need to care for that person, but distance and circumstances prevent it, is especially hard on all concerned. Such is my case. If it had not been for the extraordinary skills and abilities of Amy Seigel, R.N., BSN, CRRN, CCM, I truly do not know what my life would be like at this moment, and I fear to think of it.

Amy has been my medical care manager for the last three years. She has shepherded me through three major and three minor surgeries, seemingly innumerable difficult procedures, doctors' visits, "transitions," and other unpleasanties that accompany chronic illness. Unfailingly, Amy has made the difficult easier; the extremely difficult, possible, and the intolerable, tolerable. Trust me: this is no mean feat.

While it is reassuring to know that all the letters following her name attest to her professional qualifications, her personal characteristics are what set her apart and makes her so effective. Amy is keenly intelligent and she analyzes the problem, looks for possible solutions, reviews those possibilities with patient and family, and then pursues the best possible solution all the expertise amassed over her professional lifetime. Did I say pursue?

She gives new meaning to tenacity and perseverance on behalf of her clients. This demands patience, the ability to find three ways into sources of information, the capacity to synthesize enormous amounts of data (in complicated cases or those involving multiple medical providers), and the energy that seeing all the necessary tasks through to completion demands. Amy has all of these qualities and more.

Inevitably, in the course of these proceedings, either the patient or the family or both become discouraged, sometimes depressed. Without being a Pollyanna, Amy possesses the skill to steer her people through the rough times. She stays focused and finds the realistically positive paths out of some of the most difficult situations. Her positive and affirming attitude carries over to those with whom she is working. She is kind and enormously caring of those in her charge, but she is also forthright and honest in her conversations. She maintains the dignity of her clients at all times.

A final word: feistiness. Defined here as the courage to insist that her client be treated well, fairly, and in a timely manner. Amy provides this, when necessary, in a thoroughly professional manner, when the client and the client's family can not do so from far away.

This has been and continues to be a difficult journey for me. I believe that Amy makes the difference between my being able to endure and my giving up at times. Obviously, I recommend her service with enthusiasm. If you choose ADVOCARE, you will be in exceptionally capable hands.

Sincerely,

Rosemary C. Timoney

Rosemary C. Timoney, Ed.D.