

February 23, 2010

Greg Angle, President & CEO

Los Robles Hospital & Medical Center

215 West Janss Road

Thousand Oaks, California 91360

Dear Mr. Angle,

I am writing to let you know about the exceptional care I received while a patient at Los Robles hospital last month.

I was admitted through emergency with a DVT in my left leg and spent the next 10 days as a guest of the third floor, CCU and finally recovering on third floor telemetry.

My cardiologist was unavailable and I was fortunate to be cared for by the doctor on call for him, Dr. Vishva Dev. I did not have a local internist so I was also the fortunate recipient of Dr. Geoffrey Graham's care.

Although circumstances occurred where I needed the services of the hospital's Rapid Response Team under Dr. Graham's outstanding governance and Dr. Dev's CCU unit, I am happy to say, I live to celebrate another day!

I can't stress the importance of the RRT unit and the outstanding choreography of their care. How fortunate for the Conejo Valley to have such a wonderful team ready within minutes, even seconds. Dr. Graham took care of me with outstanding professionalism, concern and endearing humor. Dr. Dev stayed with me for 3 hours until I stabilized. His warm demeanor, caring personality and gentle touch saved me. My husband, Jerry and I will forever be grateful to him, Dr. Graham and their staff.

I must also commend Dr. Ilya Leckt for his genuine interest and positive resolution to my DVT dilemma.

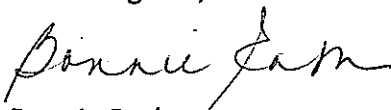
My only unfortunate experience was on my last day when a physician's assistant named Kelly entered my room on Telemetry and demanded the charts from my nurse's aide (Carla) who was taking my vitals. Not only did he not acknowledge me, he was rude, loud and ill-behaved. He grabbed the nurse's aide notebook while she tried valiantly to have him leave the room and discuss his questions for her outside. He became so frustrated that he couldn't even remember

the patient's name whose chart he was looking for. He then shouted at Carla, "the one who died".

Frankly, I was stunned to witness his outburst and verbal abuse he directed at Carla, the nurse's aide. She had tried to get him to leave my room, but he wouldn't have it. I told Drs. Graham and Dev and both said they would not only look into the event, but for me to write to you, as chief administrator.

Again, my personal care was outstanding and the last day's incident didn't change my gratefulness towards Dr. Graham and Dr. Dev and their staff. I continue to see Dr. Dev as an outpatient. His office staff has also been outstanding and I consider myself fortunate to have found such an excellent cardiologist. You and Los Robles are lucky to have these fine medical professionals overseeing the critical and medical treatment needs of every patient who enters the hospital.

Warm regards,

A handwritten signature in cursive script that reads "Bonnie Roth". The signature is written in dark ink and is positioned above the printed name.

Bonnie Roth

3239 Montagne Way

Thousand Oaks, CA 91362