

December 8, 2010

The Lotus Children's Hospital,
6-2-29, Lakdikapul,
Hyderabad, 500004.
India.

Attention: The Hospital Administrator.

Dear Sir / Madame,

I feel it is necessary to write from my heart about the service and professionalism I received for my son Jacob, at the Lotus Children's Hospital in Hyderabad:

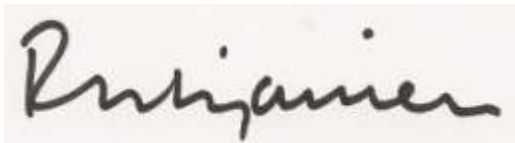
To recap, Jacob was born unexpectedly 7 weeks premature on July 17, 2010 at a nearby medical clinic, and then immediately transferred to the Neo-natal Intensive Care Unit (NICU) at the Lotus Children's Hospital. Dr. V.S.V Prasad and his staff instantly took charge, and immediately initiated emergency care with professionalism and compassion, and following diagnosis, progressed to life saving actions during Jacob's critical first days. As an example, Jacob began life with poor-functioning immature lungs and was immediately administered medications and oxygen to assist his breathing. In addition, Jacob's vital signs were continually monitored on a 24 hour / 7 days a week basis by medical staff using up-to-date electronic equipment, and until such time as Jacob's doctor was confident that he was out of danger.

On a successful note, Jacob stayed in the NICU for 2 weeks and was subsequently transferred to a recovery ward for a further week, at which time I was allowed to stay with him day and night until his discharge. It was during this stay that the nurses and support staff tutored me in the skills needed to care for Jacob on a day-to-day basis.

On a personal note, I enjoyed meeting Dr. V.S.V Prasad - Senior Consultant, and the other senior doctors, nurses and support staff on their daily rounds through the hospital. No matter what my concerns or questions concerning the problems and treatment associated with Jacob's premature condition, I was at ease knowing that Jacob was receiving the best of care, and for which I am forever grateful.

In closing, I again wish to thank the Lotus Children's Hospital, and in particular Dr. V.S.V Prasad, for taking such good care of my son.

Yours Sincerely,

A handwritten signature in black ink on a light-colored background. The signature is cursive and appears to read "Richard A. Lukjaniec".

Richard A. Lukjaniec - Architect, OAA., RIBA.
Toronto, Canada.