

Wednesday, July 13, 2011
9:21 AM

Nurse Linda,

Please feel free to use any and all of the following - in anyway you would like. You hereby have my express permission to edit or modify my comments in any way you see fit. Particularly, you even could add my phone number and the suggestion to call me, if you wished. Obviously I'm a huge fan of the Clinic's personnel and its operation. As well as extremely grateful for the attention and results so important to Cis. Thanks for the opportunity to speak up; I was happy to do so. I guessed at the Dr Wei eMail address - how'd I do?

Mike Kennard
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From the unique perspective as the supportive spouse of someone requiring medical assistance, please allow me to offer my observations about the overall excellence of the Care Medical Group and their operation as ExpressCare at 4280 Meridian in Bellingham, WA.

My wife suddenly was stricken with a case of Bell's Palsy which immobilized much of the right half of her face. As a professional Cosmetologist in the Beauty Industry, which is based upon optimizing other peoples appearance, to say she was emotionally, as well as obviously physically, blindsided, would be an understatement.

Again, as the spouse (only) of the patient, I found myself in that awkward situation of trying to be aggressive in seeking professional medical help, but without the credentials of personally being that demanding patient myself.

My point here, is that while my concerns leading me to seek treatment was intense, it was personally illegitimate; I was NOT the patient - I was only the spouse. And I was dealing with my wife who was devastated by almost instantly contracting a horribly disfiguring condition. So I became the partner on whom she now was necessarily depending to be more than predictably supportive - I also needed to become immediately effective in helping her.

I made the decision to bypass her regular physician, because I desired

what I'll characterize as "a more immediate attitude" by a medical professional in addressing her problem.

While I felt my wife's sudden affliction was anything but a routine health issue. I realized it probably was not a condition rising to the level of requiring a visit to the Emergency Room of the hospital. So we arrived at the ExpressCare clinic first thing the next morning.

ExpressCare offered by Care Medical Group was exactly what my wife needed.

Perhaps more than other physical health issues, the condition of Bell's Palsy eventually diagnosed by exclusion - ruling out all the other, serious causes, such from a stroke, tumor, disease, or larger neurological disorder - requires the utmost background, experience, and focus of medical expertise.

Dr Richard Wei was nothing less than absolutely perfect for all my wife's needs:

First of all, his sincere manner of genuine concern was immediately obvious. Then, his explanation for treatment strategies was easily understandable. Dr Wei's methodical approach to rule out more serious causes, was very reassuring. And finally, his overall attention to Patient concerns was comforting and undoubtedly contributed to an almost immediate improvement in my wife's condition.

In short, Dr Richard Wei exhibits about the best "bedside manner" I have ever experienced, and I told him so, right on the spot. As the supportive spouse, I was extremely grateful for the relief from possibly having unnecessary anxiety concerning my wife's prescribed treatment.

Because I became confident we had been blessed by enlisting exactly the right person for our needs.

By the time we had left the Care Medical Group location on Meridian for the second time that the same morning, a total of six different people, each exhibiting obvious expertise along with his or her sincere attention, had contributed - not just to the professionalism of my wife's initial care, but to her newly-found optimistic attitude about her probable recovery.

Our overall impression was this feeling that my wife was the Clinic's most important patient of the day. It would be hard to imagine a more comfortable or satisfying experience from a proverbial, "visit to the Doctor."

At the risk of sounding too cute, as far as I'm concerned, Care puts the "TREAT" in treatment.

My advice to anyone reading this, especially to any husband with an

afflicted wife who suddenly is requiring some immediate, complete, and effective medical attention - is to accompany her visit to the Care Medical Group on Meridian in Bellingham.

Mike Kennard