

Preferred Case Management
139 W. Lake Lansing Rd.
Suite 100
East Lansing, MI 48823

January 12, 2012

RE: Therese Dawe RNCCM

This testimonial is based on personally experiencing the Case Management provided by Ms. Therese Dawe from the time I was involved in a severe auto-accident throughout the recovery period,(approximately 2 yrs.).

I highly commend her in the following areas:

- Compassion, understanding and patience: Therese has deep insight into the difficulties a patient is experiencing in the uncertainty of recovery, the degree of possible recovery, and about the future. During her visits there was encouragement both that one could sense and also verbally expressed.
- Patient advisor : Therese maintains complete impartiality between patient and the insurance company by which she is hired. I can only imagine how difficult this could be but her integrity is sound.
- Resources for patient: Therese evaluates the needs of the patient and suggests resources both during recovery and for the future.. With regard to patient questions and concerns, she will either provide an explanation or, if not sure, she will not guess but will pursue the necessary channels to obtain the correct information.
- Sincerity: One can trust Therese not only in doing her job thoroughly but one realizes that she can be considered as a true friend with the patient's well-being a priority.

If you have any questions, please do not hesitate to contact me.

I really was lucky to have had Therese as my case manager!

Yours sincerely,

Bailie Imber Ann Arbor, MI