

MARY JORGENSEN

Kevin K.
Brian G.

#7018

2 July 2007

Tri-State Ambulance, Inc.
221 Buchner Place
LaCrosse WI 54603

To Whom It May Concern:

On Sunday, June 10th '07, my husband and I were in a motorcycle accident. Wish I could tell you where, but all I know is we moved the Jackson County line sign! The details of the crash are fuzzy, but now we know that my husband's head hit a rock from which he sustained a 4" cut down to the bone. He went by helicopter to Gunderson. The 6" cut on my arm required 36 stitches, which I retained for 5 days. At that point, I had an infection, lost half the stitches, was hospitalized 3 days, and am now at home recuperating.

Anyway – I was transported to Gunderson Lutheran via Tri-State Ambulance. The reason I am writing is to send the enclosed check, but more importantly, to give you an unsolicited customer satisfaction report.

Kevin was the "ambulance guy" that day. His sense of humor, efficiency, and attention to my oncoming & increasing pain were simply outstanding. I am happy to say that I have never ridden in an ambulance before, and this was certainly an excellent experience. With the health care horror stories you hear multiplying; I feel it imperative that you know that you have a real gem in Kevin. He told me what he was going to do, why it was happening, and truly entertained me the 29 miles to the airport. My sister-in-law rode up front, and soon after we got to the trauma center, she asked what I was laughing about as that was all she heard during the ride.

Thank you, Kevin, for being a bright spot in an otherwise frightening event. The bike sustained over \$6,800 in damage – totaled – and will be sold by the insurance company as salvage. Because of Kevin's expertise, kindness, & personality; my spirits AND my arm are still together.

Warmest regards,

Mary

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