

**Terry Merkin, M.D.**  
**Claremont, CA 91711**

Dear Physician Colleague:

I write this to share a physician's perspective on the very special services provided by Advocare, which has managed the care of my mother and father for the past two years.

In the midst of running a busy practice and taking care of my family in California, I suddenly found myself in a situation attempting to coordinate, from long distance, my mother's care after she suffered a trauma. In addition to significant time spent on the phone, I made several trips, flying back and forth between California and Florida, attempting to pull together all of the details of her care. After my mother was stabilized and transferred from the hospital to a skilled nursing facility for rehabilitation, I began to feel the need for local support in order to be able to focus on my practice without the constant preoccupation of my parent's situation. I was referred to Advocare, and they provided me with a complete and concise assessment of my mother's medical condition and my parents' overall status and safety.

As a doctor I had a fairly keen sense of the care that my parents required; however I was not familiar with all of the local resources in South Florida. I found that Advocare had a complete understanding of the medical process, and knew exactly how to identify and navigate towards the particular resources that my mother needed for her recovery. They assisted me to identify the best medical professionals and facilities and implement an effective care plan, including selection of home health care and additional therapies.

As is typical with elders, my parents see other physician specialists in addition to their primary physician. Advocare effectively coordinates these multiple providers, keeping them all on the same page and advocating for the best interests of my mother and father. Our nurse Care Manager accompanies my parents to their medical appointments, making sure that all information is received accurately and that there is follow-through on doctor's orders. In short, they make sure that nothing falls between the cracks.

I now consider my professional Care Manager at Advocare to be my personal "eyes and ears" on my parents, keeping a close watch and taking proactive measures to keep them out of crisis. Advocare provides my parents with constant support, and provides me with constant informative updates on their health and well being. Their service affords me the peace of mind to perform my work in California with calm reassurance that they are in the best of hands.

Sincerely,

A handwritten signature in black ink that reads "Terry Merkin M.D." The signature is written in a cursive, slightly slanted style.

**Terry Merkin, M.D**