

PCR
921 North Oak Park Blvd.
Pismo Beach, CA 9449

To all:

This is a letter I would never have imagined writing for a reason I never imagined needing to write, but there it is, and this letter is directed to everyone at PCR. I have had cancer. The diagnosis was a total shock, just like it is for everyone. So getting to the main point here, I want to express "thank you for everything," an inadequate phrase if ever there was one.

Barely a month after a mammogram, I found a lump, and it was of a noticeable size. This was a Thanksgiving Day surprise that had to wait until the following Monday for any action. First phone call was to the mammogram center. An unmoved receptionist couldn't work me in for a repeat scan for ten days. A series of inaction and apparent unresponsiveness by the medical groups I was later told were working on my behalf left me mostly uninformed and frantic. I didn't even have a doctor. I had been told to wait. Wait? Saving my life was dependent on unknown others who told me to wait through more angst-filled time. That Friday afternoon, a week after my lump discovery, I took action on my own and called Dr. Palchak's office. Karen answered. After I told her my story, she called the pathology lab and within the hour, she called back and had made an appointment for me with Dr. Hjortsvang the following Monday. Now, throughout treatment, he has been a stalwart, truthful guide. His steady guidance and action has saved the ME I know. He didn't just tell me he cared. He took action. He explained and listened. Patiently. He helped me through every twitch and ouch. Where would I be without him? The Central Coast might have a dearth of physicians, but we have Dr. Hjortsvang. He could be anywhere else, but he's here, and I am thankful.

I had called the right place, at the right time to Karen, a receptive listener who *wanted* to help and did and just like that, I had an oncologist, and a team, a wonderfully patient, caring, personal, compassionate cheering squad. I did not meet all my cheering squad, though it was evident they were there. The office staff, the researchers, the nurses, the doctors ...everyone was on my ship, and it was not sinking. No more waiting. They were and are accessible, including Dr. Hjortsvang!

So after all this, I want to say thank you. If it had not been for YOU, all of you, there would have been slow to little action. The process would have churned through to a probable effective completion, but it would have taken longer, and I know I would have had more anxiety and less satisfying contact with CARE. Thank you.

In gratefulness,

Marcia