

RECEIVED

JUL 26 2011

HEALTH FACILITIES &
SERVICES REVIEW BOARD

Courtney Avery
Administrator
Illinois Health Facilities and Services Review Board
525 W Jefferson St., 2nd Floor
Springfield, IL 62761

Re: Project #11-024-US Renal Care Oakbrook

Dear Ms. Avery:

My name is May Chow, and I am the Medical Director of the Fresenius Medical Care Willowbrook Dialysis Unit. I recently learned of the public hearing of the project involving US Renal Care Oakbrook. In reading the public hearing to the Board, I am appalled by the statements and data made by Drs. Ahmed and Rauf. Some of the statements and data presented are not accurate are plainly false. I wanted to bring this to your attention so you could thoroughly review the facts in making your decision.

Dr. Rauf applied to join NANI in 2008. We as a group decided not to accept him for a variety of reasons. The primary reason was a difference in practice philosophy. Our practice remains the most dominant nephrology practice since we provide the best care for the patients. In fact, several physicians were named in the Chicago Top Doctors list in the Chicago magazine in the past and most recently again in the Chicago Consumer Checkbook magazine. We welcome fair competition and treated our colleagues professionally. Any busy practice has some degree of wait time to get an appointment, however we have never jeopardized the patient's well being by making them wait six months as Dr. Rauf claimed in his letter. Any patient who needs urgent attention gets seen as soon as the same day.

In regard to getting patients into any outpatient dialysis unit, I have not had any trouble admitting patients into Willowbrook unit, or any other facilities in the area we practice. I find all the staffs at the facilities genuinely working hard to accommodate the need of all the patients within reasonable limit. I do say that with all my heart, not just because I am the medical director of the unit. We could prove that with numerous letters of support from our patients. I clearly remembered that my regional manager accepted the call at late hours on Friday night from the social worker from La Grange Hospital to help admit the patient of Dr. Rauf so that there will not be prolonged unnecessary hospital stay. My facility has received high level quality award set in different categories by Fresenius every year as a result of hard work by the staffs at every level including regional manager, office manager, RNs, PCTs, social worker, dietitian, secretary & technical support staffs.

I have allowed all my patients to go to any dialysis facility closer to their home for their convenience even though the patient will no longer be under my care. As one can imagine, travelling distance to a unit far away three times a week is not fair to the patients and their care givers. There are dialysis facilities located throughout the western suburbs and none of my patients had complained about the lack of choice of the unit availability.

Patient demographic in our area is predominantly elderly Caucasian and I simply do not see a great outburst of patients with End Stage Renal Disease (ESRD) growing at any extraordinary rate in the western suburbs in the near future as Dr. Rauf and Ahmed claims. In fact, I heard them voiced to local physicians that they are not busy enough. They have admitted 20 patients to Willowbrook facility since 2008 and currently they have five patients being dialyzed. Ever since the facility was opened about 10 years ago, it has not run at full capacity approved by the state.

As to the quality of care, Dr. Ahmed and Dr. Rauf have not shown up to patient care meetings routinely held at Willowbrook dialysis unit despite repeated requests by social workers.

I urge you to strongly consider the above data when you meet regarding project #11-024. Thank you for your consideration in this matter.

Sincerely,

A handwritten signature in cursive script that reads "May Chow".

May T. Chow, MD
Medical Director, FMC Willowbrook Dialysis