



Robert E. Heinzerling

Executive Director

N. Christine Rafeld

Administrator

September 28, 2009

To Whom It May Concern,

Those of us at Heinzerling Memorial Foundation and Heinzerling Developmental Center have had the privilege of working with Evelyn Bucholz, our pharmacist from Skilled Care Pharmacy, for the last several years. I have always found her to be responsive to our needs, requests and concerns. Evelyn takes a very proactive approach with our physicians, nursing staff, and myself, alerting us to changes in Skilled Care's processes, directives from Medicare or Medicaid, and the latest information related to our residents' medications. During our quarterly Pharmacy and Infection Control meetings, Evelyn consistently provides our medical staff with a review of research articles and study results about various medications that help us make better-informed decisions regarding the medication needs of our residents. Our physicians are especially appreciative of the information and knowledge Evelyn shares during those meetings.

I personally appreciate her quiet, friendly manner and sense of humor along with her professionalism and expertise. She keeps me informed of her findings on every visit to our facilities. Her pharmaceutical knowledge is outstanding and she works hard to stay current with new medications and other frequent changes that occur in her field. In addition, because she has a working knowledge of Skilled Care's policies and procedures, she is able to assist us in quickly resolving any issues we occasionally may have with medications, communications, delivery or billing.

The mission of the Heinzerling Foundation is to provide a loving and nurturing environment that enriches the development, education and quality of life of individuals with severe or profound mental retardation.

Evelyn is very supportive of our mission to provide a loving and nurturing environment for our 208 residents with severe disabilities. She and her colleagues often take part in and support our events. She really makes an effort to foster good relationships with our physicians, nursing directors, and me. I know I speak for many of us when I say that we consider Evelyn a very good friend of the Heinzerling Foundation.

**Heinzerling
Memorial Foundation**

1800 Heinzerling Drive
Columbus, Ohio 43223-3698
(614) 272.8888
FAX (614) 272.9989

A handwritten signature in cursive script that reads "Christine Rafeld".

Christine Rafeld
Administrator

**Heinzerling
Developmental Center**

1755 Heinzerling Drive
Columbus, Ohio 43223-3698
(614) 272.2000
FAX (614) 272.2050

www.heinzerling.org