

This statement is to the Staff and Employees at Spine and Orthopedic Rehab of Virginia, Third Street location. It is to convey my sincere appreciation to each and everyone at this location.

I had a fall in a public building on Friday, June 27, 2014. The fall was merely missing a step down from a 3" display platform. I cannot say how the fall happened, but, I feel sure in trying to break the fall and landed on my left hand and shoulder. This fall caused a dislocated shoulder and severe injury to the *brachial plexus* nerve bundle. The Emergency Room staff was able to get the dislocation back in place. My arm and hand was numb from the time I fell.

I went to the Orthopedic Surgeon on the following Monday. My arm and hand remained in a paralytic state and I was hoping for a miracle but that did not happen. After evaluating the injury I was told by the Orthopedic Surgeon that "***he hoped this condition would be reversible***". I was advised that the treatment period could be from 4-6 months for maximum recovery. **WOW** that was not the miracle I hoped for. I was put on a steroid inflammatory medication for 2 weeks to try to heal the inflammation around the nerve bundle. After this treatment, I still showed no signs of improvement.

I choose to use Spine and Orthopedic Rehab of Virginia and went for my first appointment on July 15. I had an appointment with Eric Reichardt for a full evaluation. At no point was I given false hope and the nerve damage issue was not sugar coated. I was assured that they would do "***everything in their field of knowledge to treat and rehab this injury***". I was assigned Hillary Sparrow as my Therapist and proceeded to make "many" additional appointments. ***I made up my mind that the nerve damage may never be any better but it would not be from lack of effort on my part.*** When I had the initial evaluation I still couldn't use my arm or hand and it was just completely in paralytic state.

I continued with many therapy sessions, approximately 35-40, of about 2 hours each. Hillary was a remarkable and professional therapist and continually assured me that she and I working together were going to have good results. Hillary continued to research ways to reverse this nerve damage and was always kind and gentle with me. As I started to regain some feeling and very little motor skills we were encouraged and worked even harder. **I commend Hillary on all her extensive efforts to get the use of my hand back.** There were many times that I just couldn't do what Hillary ask me to do, but, on those days her smiling face was a welcome sight. Hillary always wanted me to grip her fingers and eventually she would say not so hard you're hurting me.

All the staff and employees treated me with the utmost care and professionalism. I could never ask for a better group of folks. The Physical Therapy Assistants were also a joy to work with.

I went for an evaluation by a physician who performs "nerve studies". He was quite surprised by the level of recovery. He stated *"in layman's terms, on a scale of 1-5, I would rate your recovery at approximately 4.75"*. Wow that was uplifting. I could not have reached this level of recovery without the assistance of Hillary Sparrow of Spine and Orthopedic Rehab of Virginia.

Since that time I have been evaluated by my Orthopedic Surgeon and he was pleased with my recovery in a shorter time period than anticipated...4 months. He released me from additional Physical Therapy and wanted to see me in about three months. Did SATISFACTION show on my face? You bet.

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My hand is basically recovered and the strength level in my arm and hand is good. Several months ago, I couldn't imagine ever being able to type or use my computer. Today, I can type and do almost everything that I did before the accident.

Today, October 31, 2014, is to be my last session of therapy but with the skills I have been taught, I will continue to work at home. It is sort of bitter sweet that I am finished and must quit annoying this wonderful staff. Again, I sincerely thank each and every one for your assistance.

  
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Brenda R. Hale