Family Care Associates

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RECEIVED
AUG 31 2020
HEALTH FACILITIES &
SERVICES REVIEW BOARD

Family Care Associates
1106 North Merchant Street
P.O. Box 665
Effingham, Illinois 62401

August 27, 2020

Illinois Health Facilities and Services Review Board
525 W. Jefferson St., Second Floor
Springfield, IL 62761

Dear Illinois Health Facilities and Services Review Board members,

I am writing in full support of the newly proposed Sarah Bush Lincoln Bonutti Clinic (Effingham Medical Office Building #20-030).

In our busy medical practice, I am responsible for all aspects of the planning, operations and financial management of the clinic. I work with the physicians to develop new business strategies to meet the organization's goals. I also collaborate with the management team to implement new services that improve quality of care and patient satisfaction.

This is an entrepreneurial community and there is competition for medical care. We are successful because we're never satisfied with the status quo. We are looking for new and better ways to deliver care to our patients.

Sarah Bush Lincoln plays a key role in the delivery of our care. Its staff provides laboratory and diagnostic imaging, including X-ray, ultrasound and EKG services in our building to our patients. These services make it convenient for our patients to receive their care in one location.

I support this replacement project because I trust Sarah Bush Lincoln to continue to provide excellent care to our patients.

Please accept this letter as an indication of my full support of Effingham Medical Office Building #20-030.

Sincerely,

Janice Westendorf
Practice Administrator, Family Care Associates