

We hope this email finds you well. We are writing on behalf of our family to express our profound gratitude for the outstanding care and support that the cardiology teams and Pediatric Intensive Care Unit (PICU) at UNC-Children's Hospital provided to our daughter, Civel King, during her recent open heart surgery.

Civel Eliza King is our 5 month old daughter who also has Trisomy 21. We were made aware of her diagnosis and heart condition in utero in January of this year. We transferred our care to the UNC system and were immediately sent for fetal echocardiograms. After we welcomed her in May, the cardiologists determined Civel had a VSD, ASD, and PDA all of which would necessitate surgery within the next six months.

We scheduled her procedure for September, but after a minor set-back, the team actually operated on October 11th. From the moment we stepped into your lobby, the professionalism, compassion, and expertise displayed by your staff were remarkable. From the initial correspondence with Misty to the consultation phone call with the surgeon on his personal cell phone to our extensive hospital tour with Oddete, it was evident that the staff was well-versed in handling complex cardiac conditions as well as the apprehensive parents and their unending questions. They were exceptionally considerate of Civel's Down syndrome condition, ensuring her comfort at every stage of her treatment.

The pediatric cardiology team, under the direction of Dr. Ungerleider, was meticulous in explaining the surgical procedure and post-operative care, which significantly alleviated our anxiety. Our nurse practitioner, Anne, was absolutely amazing, updating us every hour throughout the operation and calmly reassuring us throughout the most intense hours of our lives; she said there were 70+ years of experience with Dr. Ungerleider and Ruben at the helm. Anne continued to care for Civel until the day of her discharge, providing Minnie Mouse "bling" for her bandage. She was a bright spot every day of our stint at the hospital.

After the procedure was complete, Dr. Pizzuto and the PICU team provided round-the-clock care. When we walked into the room and saw our baby for the first time post operation, we knew to expect the unnerving amount of wires and tubes. What we didn't expect to see was the adorable purple bow on top of her perfect head. That simple gesture touched us in an inexpressible way. The days following, we had the pleasure of meeting nurses with an unbelievable skill set and hearts of gold—Donna, Brooke, Kelly ("the legend"), Brittany, Seth, and Jessica. These individuals deserve so much credit for their nursing skills, but also their ability to remain positive, calm, and patient in impossible situations.

Your hospital's interdisciplinary approach, coupled with an inclusive and compassionate environment, undoubtedly contributed to the successful outcome of Civel's surgery and swift recovery. We are immensely grateful and wish to commend the entire team for their dedication, expertise, and the remarkable patient care. We sincerely hope that our commendation is shared with the teams and encourages the continuation of such high standards of patient care.

Thank you once again. We are forever indebted to the lifesaving care provided to our daughter.

Warmest regards,

Bryan and Elizabeth King