

30-Dec-2013



Patrick McLaughlin, Executive Director
Anaheim Clinical Trials
1085 North Harbor Blvd
Anaheim, CA 92801

Clinical Research

Dear Mr. McLaughlin:

People will take hours out of their day to complain or inform you that someone on your team, or perhaps you yourself, did not perform a satisfactory job... but hardly anyone stops to take the time to say Thank You, or Job well done!

I wanted to bring to your attention two employees who definitely deserve and are worth the time to say Thank You! **Michelle Haynes** and **Susan Monaco**, who both have worked hard on Dr. Winkle's NVD V130 studies at your site, have showed their dedication to quality, integrity and continued excellence throughout the enrollment period.

Michelle Haynes, worked hard during start up to ensure your site was ready to go day 1, even with study wide delays. Her knowledge of the protocol and preparedness for my visits conveys a level of commitment to research that is not universally seen at research centers, and something I have not seen regularly in my career in research. I appreciate her constant communication, flexibility and dedication to the trial. When scheduling visits, we are always concerned about availability and will things be done, etc... I never have to worry about that when working with Michelle.

Susan Monaco, has hit the ground running from the get go with the pediatric study. She is never afraid to ask questions, call me with concerns or just run something by me in order to give me a "heads up" and make sure everything is on track. I like the fact that she will come to me during a monitoring visit about questions in real time with subjects in the clinic, just to make sure something is documented correctly and not wait for it to be an issue. Her experience and work ethic come through with each visit I conduct.

It has been a pleasure working with your site on these projects and I would jump at the opportunity to work with Dr. Winkle, Michelle, and Susan again on another trial in the future.

Sincerely,

Robert Milford
Senior CRA
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