

September 15, 2015

To Whom It May Concern:

I have the privilege of recommending Dr. Tushar Shah to you. My relationship with Dr. Shah began over 10 years ago. At the time, I was a heart patient in a local cardiology group. Due to the retirement of my doctor, I was asked to consider another doctor joining the practice for my ongoing medical treatment. Through strong advice of many patients and my own research I acquired Dr. Shah as the steward of my care. Dr. Shah is innovative in his field and additionally demonstrates a strong sense of empathy and compassion to his patients. These attributes are important to any patient and certainly to me. I was confident my selection was the right one. I found all of the descriptions to be true of Dr. Shah... and so much more. I never regretted my decision. Over time, my family also became patients of Dr. Shah. Honestly, I do not think members of my family nor I would be living today if I had not chosen so wisely.

As a brief background, years ago I was diagnosed with hypertrophic cardiomyopathy. At the point of diagnosis, I knew my life would change forever. Dr. Shah advised me that the condition may be hereditary and advised me to have my son and daughter evaluated as well. Though my daughter is unaffected, my son has the condition and unlike me has a form of it that puts him at greater risk for dying suddenly. Dr. Shah followed my son very attentively. He skillfully adjusted his medical therapy, implanted a defibrillator, and eventually referred him for surgery through his personal contacts. Along our medical journey, Dr. Shah has always been an integral part of our level of knowledge related to HCM. He completed extensive research on our behalf because he was interested and personally cared. He shares his erudition while being mindful of our need to maintain inner strength. Today, we count our blessings for those successes, but along the way, we have had our share of medical emergencies related to his condition. My son's defibrillator malfunctioned causing him to receive inappropriate shocks and eventually had to be replaced. When the second defibrillator malfunctioned, my son's electrophysiologist again advised us that he would need a revision and more surgery. Dr. Shah reviewed the details of his case, asked critical questions, and requested the device be further evaluated by his colleague Dr. Bruce Wilkoff who is the Director of Cardiac Pacing and Tachyarrhythmia Devices at The Cleveland Clinic. After evaluating my son and all of the data acquired from his device, he agreed with Dr. Shah's assessment and did not feel device replacement was necessary. Every day, we are mindful of his condition and never lose sight of the fragile nature of life. All things being considered, however, my son has been able to move on and now leads a fairly normal existence. I credit this man for not only saving my son's life but also restoring his sense of well-being and productivity. He has given us strength to address the realities of our condition and the compassionate support to endure challenges as they may arise.

Dr. Shah has had a significant impact on my personal health as well. Three years ago I was diagnosed with lung cancer. I have never smoked tobacco and therefore this diagnosis was a shock to all and still "rocks my world"! By that point Dr. Shah had left our community and had returned back to Texas. Serendipitously (I often wonder), the same week of my diagnosis, Dr. Shah called me just to say hello and check on other medical issues within my family. I shared my new challenge with him. Immediately, what my family refers to as the "Dr. Shah engine" shifted into high gear helping us understand what we were up against and the options available. Together, with his knowledge and never ending support, we sorted through the facts and the paths we could pursue. This led to a visit to MD Anderson Medical Center in Houston and further medical reviews by hand-picked world experts.

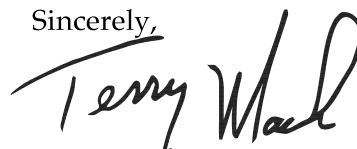
This would not have occurred without Dr. Shah's knowledge and insight and his willingness to facilitate those discussions and interfaces with MDA personally. Frankly, I was lost and overwhelmed. This was far beyond what would be expected of my cardiologist. I am forever grateful for his involvement and support.

Over time, Dr. Shah has pursued other avenues to "give back" to society and has chosen to focus his practice on heart failure and cardiac transplantation. However, he has always remains available to us when needed. Dr. Shah's insight has helped us ask the relevant questions and has facilitated our education to clearly understand the options available to us. The insight he has provided has never been driven by anything other than wanting what is best for us, as he would for his own family. He continually displays never ending empathy for patients under his care. As mentioned, in recent years, Dr. Shah has pursued other paths of self-improvement and personal enrichment that have taken him away from our local community. As a result, I do not see him as often. Selfishly, I viewed his move as a personal setback for my family and me as I thought that I was losing a very significant part of my life and our medical support. It quickly became very clear to me, however, that given Dr. Shah's personal approach to patient care, his care has no geographical boundaries. I feel strongly about his involvement and his personal interface and commitment to my family's life. It is for this reason that I, as well as other patients with complex medical conditions, travelled to his office in Texas to seek his advice and personal care. He has consistently reached out to my family to simply "check in" and make certain that all is well. He still follows up with us and I know he is only a phone call away. Can you imagine how it feels to have a person of this caliber do that!

From my perspective, any organization, hospital, or medical program that has the opportunity to include Dr. Shah in their services and leadership, will benefit from his insight and "patient focused" approach and his enthusiasm. He makes things happen! I know this from my interface with many of his colleagues and his patients. He is always reaching new heights in improving his skills, expanding his knowledge, and proactively enhancing his ability to help others. Perhaps more importantly, Dr. Shah's sincere holistic and comprehensive caring approach to his patients' wellbeing is what medicine should be all about. Medical illnesses stretch the fabric of the soul of any patient, their families, and their communities. Without integrating the meaning of an illness into the context of a patient's world, a medical care program does not attain the level of value required to change lives. In my view this approach is often undervalued and overlooked my modern technologically-focused healthcare.

I welcome any opportunity to provide additional information and insight into this great man. Here is a person who has gone beyond what anybody would expect and continues to embrace such an approach. I know this fundamental principle crosses into every aspect of his life.

Sincerely,

A handwritten signature in black ink that reads "Terry Maak". The signature is written in a cursive, flowing style with a large, sweeping initial "T".

Terry Maak
937-603-5505

Global Human Resources Director
BWI Group