

March 20, 2018

To Whom It May Concern:

**“IN THE BEGINNING”:** I had the misfortune to fall on October 15, 2015, and sustained a severe concussion as a result.

I was referred to Dr. Vincent E. Schaller, Director of the MAC Concussion Centers, by a friend of mine, who had also sustained a severe concussion, and who subsequently had received excellent and compassionate care from Dr. Schaller.

**MID-ATLANTIC CONCUSSION PHYSICIANS ARE SPECIALISTS IN THE TREATMENT OF CONCUSSIONS:** A concussion of the sort that my friend and I sustained, and that many other people from all walks of life, ages, and activity levels may also sustain, can only be successfully treated by a physician who has the requisite knowledge to treat this life-altering and discouraging injury to the brain. Dr. Schaller is just such a physician, and I have been helped tremendously by him and the specific UPMC therapies that he prescribed and supervised (vestibular therapy, ocular therapy, spot-on and appropriate prescriptions to treat my pain and depression, regular testing and examinations by Dr. Schaller, and 24-hour availability to speak to him or contact him by e-mail, if needed.) Dr. Schaller’s knowledge of concussions is extensive, and he has patiently answered any questions that I have had about my condition and prognosis.

Due to the severity of my particular concussion and the subsequent damage to my frontal lobes (speech center of the brain), Dr. Schaller recommended very strict adherence to the UPMC concussion protocols, including brain rest, which is an essential part of the recovery process.

**DR. SCHALLER’S RAPID RESPONSE TO MY INJURY:** After putting a call through to Dr. Schaller’s office on a Sunday, I was pleasantly surprised to receive a call back from Dr. Schaller’s nurse,

Patty, who set me up with an appointment with the concussion physician that very Tuesday. I had never in my life received a phone call back from any doctor's office on a Sunday, and Patty spent 30 minutes on the phone with me, listening to the particulars of the fall and what my symptoms were, about my trip to the emergency room after my fall, and subsequent diagnosis of a concussion. She explained that a concussion is a serious injury to the brain, and that I was wise to call so soon after my injury, so that I could receive timely and proper care from a trained concussion specialist, Dr. Schaller.

**DIAGNOSIS AND TREATMENT BY MAC CONCUSSION CENTERS:** At the time that I fell, I was a retired and disabled person.

The concussion was personally devastating to me for a lot of reasons, not the least of which was that I was unable to speak properly ("word finding" and "word scrambling" were severe problems). I had persistent headaches in the front of my head, and my ability to focus visually was compromised. My first exam with Dr. Schaller was extensive (as were all of my appointments with him), and he quickly identified my short-term memory and balance problems, and the fact that I could not remember names or words. I had never suffered from such frightening symptoms before, and Dr. Schaller explained that all of these problems were caused by the injury to my brain, i.e., the severe concussion. Dr. Schaller's use of the ImPACT testing helped him to identify the severity of my concussion, and he explained that the MAC concussion treatment protocol had proven helpful to thousands of concussion patients. Dr. Schaller arranged for me to begin vestibular and speech therapy that very week, stating that research has shown that the sooner appropriate concussion treatment begins, the better the patient's outcome, in the long and short terms.

I was particularly thankful that my medical insurance covered my ImPACT and UPMC therapies, because they have been essential to my recovery. I consider myself very fortunate to have been referred to Dr. Schaller because his knowledge of how to identify and treat concussions is "BAR NONE." Concussion patients should not "fool around" with doctors and therapists who do not have specific knowledge of the UPMC therapies because they are only wasting their time and money. I have met people in Dr. Schaller's office who had been misdiagnosed and overmedicated by other physicians and clinicians who had very little knowledge of how to successfully test for and treat concussions. These patients' sufferings had been long-lasting in duration. However, they finally saw some "light at the end of the tunnel" when they began appropriate testing and treatment with Dr. Schaller and his helpful staff.

I recommend Dr. Vincent E. Schaller and the Mid-Atlantic Concussion Centers to all people who suffer from concussions, and to the families who love these people. Compassionate and thorough examinations and frank discussions with patients, appropriate concussion testing, and successful monitoring and treatment are standard operating procedure for Dr. Schaller. Dr. Schaller is the best of the best, and I sincerely thank him for his compassionate and knowledgeable care of my concussion and me.

Sincerely,

Monica K., Concussion Patient