

Growing up, my family and I have always been under South Cove's medical care. There is no better explanation for why we stayed other than its dependability. Since I could remember, I have had the same pediatrician help me with my medical issues, especially allergic reactions since I am the only one in my family who has allergies. My parents, being immigrants from China and never having dealt with allergies before, were confused and worried for my health. When they took me to South Cove to get checked, I still remember how inviting the staff were. They were able to speak to my parents in their native language which made the whole process of filling out forms and understanding what was happening much easier. Not only was the language barrier no longer a factor in diagnosing the symptoms of my allergies, but they also informed me on what was to happen. Being a child I do not exactly remember everything, but what I do remember is the staff allowing me to make some choices of my own. I was able to decide if I wanted to stay lying down or sitting upright for the allergy test on my back, which parent got to hold me, and along the way the doctor informed me on what she was doing and why. Although they were only minor decisions, this gave me a reassuring feeling that South Cove only wants the best for you. Being so new to the procedures, it was reassuring to have such a dependable, accessible and family friendly medical center to care for us.

Over the next couple years, South Cove became a reliable source for me. Due to my allergies, my skin came to be filled with hives and rashes from my eczema. At the age of five, this did not concern me as much, however as I grew older I began to be insecure about my skin. I tried everything to hide as much of my skin as possible so no one would see how unsightly it was. I still remember a time in 3rd grade when we needed to hold hands with the person next to us for an activity. My friend reached for my hand, but before grabbing it, he made a comment on how atrocious it was, and then refused to touch me. That day, I went home crying to my parents

about being unable to fit in, and they immediately took me to South Cove to see what can be done. The staff were very sympathetic to my situation. Many offered words of encouragement and tried their best to cheer me up. I felt relaxed, knowing I was in a safe and comfortable environment surrounded by people who are doing nothing but trying to help me. As a result, my pediatrician prescribed me hydrocortisone cream, which I still use to this day. Within a few weeks, I saw my skin condition improving and my self confidence growing. With South Cove's assistance and reassurance, I was able to grow into the confident person I am today.

Not only did South Cove help me, but they helped my grandfather. Last year, my grandfather went through medical treatment that required him to visit multiple medical centers. He lives in Boston, so logically, my parents brought him to hospitals in Boston for his checkups, but my grandfather always complained. Whether it was about the cleanliness, the staff or the spacing, my grandfather was just never satisfied. So, my parents brought him over to South Cove as a final resort. Needless to say, he was much happier with South Cove than any other medical center. The area is always clean and bright and the staff is caring and loving with their patients. We were never rejected upon request of visiting him and although he did pass away, I know that in his time with South Cove, he was happy. I strongly thank the South Cove staff for taking care of my grandfather and I thank them for always taking care of me as well. There is no question that South Cove has earned my respect and trust as my preferred medical practitioner, and there is no other health care center that I would want to be a part of.