



SEP 09 1992

Ms. Ruth Coder Fitzgerald

Dear Ms. Fitzgerald:

Thank you for taking the time to write to me about your family's experiences at the National Institutes of Health's (NIH) Warren Grant Magnuson Clinical Center. I am sorry to learn that your brother died there while he was receiving investigational treatment for non-Hodgkin's lymphoma. I hope that you and the rest of your family will accept my sincere condolences.

I am pleased to hear that you found the staff who cared for Mr. Coder to be warm, helpful, and professional. Letters such as yours remind us that our first motivation for choosing to work in medicine was to help people; it is rewarding to know that we have, even when we cannot control a disease.

Your letter points to ways in which NIH services might be improved, and this information is very important to us. I can imagine that it must have been very painful for your sister-in-law not to have her husband's wedding ring returned in time for his funeral. On behalf of all the staff at NIH who were involved in the myriad details of this process, let me apologize for the unnecessary stress this must have caused. We will review our procedures to try to ensure that this does not happen in the future.

Again, my appreciation and my sympathy.

Sincerely yours,

Bernadine Healy, M.D.  
Director