

Elizabeth Barlow
Facility Administrator
Grand Concourse Dialysis
1780 Grand Concourse
Bronx, New York 10457

July 17, 2025

Re: Ambu-Trans Ambulette – COVID-19 Pandemic

To Whom It May Concern,

I am writing in strong support of NXK Corp. d/b/a Ambu-Trans and the essential role they played during the height of the COVID-19 pandemic. I served as the Facility Administrator at Grand Concourse Dialysis for 20 years, until my recent retirement, which included navigating the challenges of the COVID-19 pandemic, which began in March 2020.

Ambu-Trans has served our facility for numerous years and has always been highly reliable. I can attest that during the COVID-19 pandemic, their drivers worked unflinchingly, and at significant personal risk, to ensure that dialysis patients continued to access their life-sustaining treatments. At the beginning of the COVID-19 pandemic, there were many unknown factors and widespread fear, both among patients and our medical staff. Ambu-Trans and its drivers played a crucial role in providing safe and timely access to dialysis treatments. Many other transportation companies that were utilized throughout the year refused to transport our dialysis patients because of fears of the unknown. Ambu-Trans agreed to transport patients for other transportation companies that had standing orders but refused to transport during this crisis. Ambu-Trans and its drivers demonstrated their commitment and professionalism in supporting our patients, who cannot survive without their three times weekly hemodialysis treatments.

During the height of the pandemic, when most of NYC was shut down, Ambu-Trans maintained operations, ensuring that patients from some of the most underserved communities in the Bronx could reach our facility safely. I can state without hesitation that many of our patients—essentially all Medicaid recipients—would not have been able to maintain their lives had Ambu-Trans not provided their transportation services.

I am submitting this letter unhesitatingly in recognition of Ambu-Trans' vital contribution to public health during a moment of unprecedented crisis. I urge any agency or policymaker evaluating their role or eligibility for pandemic-related programs or support to understand the extraordinary value they provided, not just as a transportation vendor, but as a frontline partner in the healthcare system.

Please don't hesitate to contact me if you require any further information.

Sincerely,

Elizabeth Barlow

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