

Letter of Recommendation

September 1, 2026

To: Admissions Committee
Nurse Residency Program

To the Admissions Committee:

It is my privilege to write in the strongest possible support of Abigail Coolidge as a candidate for your nursing program. I served as Abigail's supervising physician at Flores Medical in Los Angeles for more than five years, from March 2020 through August 2025, and I can speak directly to her clinical judgment, work ethic, and character.

When Abigail joined our ambulatory occupational medicine practice, her healthcare background consisted of medical coding alone. Within one year she trained as a medical scribe and mastered real-time documentation of complex patient encounters with a level of accuracy and speed that consistently freed me to focus on patient care. In March 2021 I promoted her to Utilization Review (UR) Authorizations & Appeals Specialist, which was a role that required her to familiarize herself with evidence based treatment guidelines and draft defensible medical necessity rationales into the medical records she would scribe, to assist with obtaining workers' compensation treatment authorizations on claims across multiple carriers. Within her first year I entrusted her with training two additional UR hires, all while carrying her own full case load and never once allowing her turnaround times to slip.

Abigail's ability to balance empathy with rigor is what sets her apart. She cares deeply about our patients as well as assisting me and others in the office manage our work flow. She is a natural leader, an exceptionally hard worker, and a person of remarkable dedication and integrity. If her desire was to have continued working in an outpatient occupational health setting she would have become a nurse manager, but I am confident that she will serve your organization well in an inpatient setting as that is her calling, and I have no doubt she will bring the same discipline, empathy, and drive to your organization at UCLA.

I offer my recommendation without reservation. Please contact me directly if you would like to discuss Abigail's qualifications further.

Best regards,

Mahdy Flores

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