

Dear Dr. Patel & Staff:

It is so easy to take friendliness and excellent work for granted and never tell the provider what a **GREAT** job they are doing.

We thought, Dr. Patel, we'd drop you a short note to tell you what a pleasure it is to be one of your patients. We know this seems odd to say to a dentist. Pleasure and dentist don't seem to go together, but you are an exception for two very important reasons.

To begin with your office is **ALWAYS** friendly. Every one of you is consistently pleasant to the patients. You never seem to have a bad day and this sets a tone for the patient to have a good experience during the appointment. This is something that is too often overlooked especially at a doctor's office. We believe it comes naturally to you, Jennifer, Danica, Cheryl and Lisa. That is a wonderful thing and we thank you for that.

Just as important, some may even think more important, is that all of you are very professional. Everyone there knows his/her job and does it in a very professional manner. No matter whom we're with, they **KNOW** and **EXPLAIN** to us what is going to be done and why it's being done. The "why" of things is a very important and powerful tool that is also too often overlooked by people. Explaining why you are going to do something and having the person understand why things are being done has a calming affect, which is something that is of vital importance, especially in a dentist's office.

Anyway, the short note has become long, but we did want to tell all of you what a great job you are doing and what a pleasure it is to come to the Dentist!!!

Sincerely,

Maureen Budny
Jim Budny