

Dr. Jeffrey P. Giller, D.D.S.
340 Dogwood Avenue Suite 101
Franklin Square, NY 11010

Dear Dr. Giller:

I would like to thank you and your staff for the friendly and comfortable atmosphere your office brings to its patients. In the years, I have gone to Dr. office's, but never I had encounter such a pleasant environment. Your secretary approach to your clients its caring and friendly, as well as very professional.

On my first contact with your office I was very nervous. I called from Dr. Weinreb's office and the diagnosis was not good. What else to expect, I didn't know. Once I spoke to your office, the friendly and caring voice on the other end(MaryAnn) made me feel like my well being matter to someone. I was seen the same day, that really mattered to me. When I got to your office I was still nervous, but after your evaluation, I became a little relaxed. It was very important, your evaluation and it help me a lot that you took the time to explain the severity of my dental problem. Your office atmosphere made a big difference and impact on my decision of having the require work done at your office, even though it was so far for me to get to from Long Beach and without a car.

For the next couple of visit I started to accept my dental problem and became more relaxed . The first step was to clean the plaque. Once that was done and over with I became more assured that I made the right choice. Your staff support and compassion has been of great help. Still I was afraid, to have the surgical procedure done to save my lower teeth.

Also I would like to share with you, how scary and emotionally disturbing it was to be told that all my upper teeth must be extracted. As well as two of the bottom, and to be able to save the rest I must have gum surgery. The thought of it scared me to death. But you took the time to explain why it was necessary as well as what you will be doing. I was reluctant at first. But know I am glad I decided to have the first surgery done. As you know so far I had the left side done. My experience during the surgery it was nothing like I expected. You made sure I was comfortable and were very caring of my well being. That was very important to me. The day of the surgery I experience no pain, and hardly any swallowing as well as bleeding in the area where my tooth was removed(as you well know it needed to be extracted). I was able to work the next day.

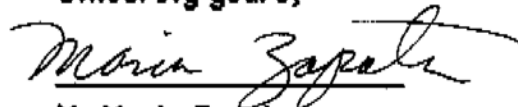
Cont.....

I never expected to be so painless and be able to work the next day. Know I am looking forward to have the other side done, since I know what to expect, the only reason that I had postponed for so long it has been for financial reasons.

It makes me feel very good that your assistants took the time to explain how to care for my teeth and do it correctly. I never thought it was so important, proper oral hygiene until now. I am starting to feel and see the difference on my teeth. My teeth feel cleaner as well as my gums appearances have changed. People at work have noticed the difference on my smile, even though I still need work to be done. I also would like to thank you for being there when I needed you, the time when I had that horrible pain on my last tooth and you were kind enough to relieve the pain. Your office squeezed me in your schedule right away, because my dentist was not available. I have to thank your office also for working around my schedule and what's convenience for me. No to many Dr. offices care enough for the patient work-life schedule, but your office do and I appreciated that very much. Once again thanks.

To you and your staff goes my gratitude. I would like to share my experience with others that may be reluctant as I was, for whatever reason. Now I feel foolish and would like to be of some help to others, so they don't make the same mistake. You have my authorization to share this letter with reluctant patients. If they prefer to speak to me in person, please have them call me at 516-292-8100 extension 9. I be glad to share my experience with them. Thank you once again, look forward to continue with my treatment.

Sincerely yours,

A handwritten signature in cursive script that reads "Maria Zapata". The signature is written in black ink and is positioned above the printed name.

Ms. Maria Zapata
Long Beach NY 11561