

Dear Dr. Bitan:

After dealing with my pain for almost three years, I felt upon meeting you that I finally found someone who could actually help me. How I found you was through friends, who raved about you and rightfully so.

Just a word to let you know that from entering your world through Annie, I knew I was in professional and competent hands. Annie is so efficient and compassionate and understanding that the patient feels very comfortable with the situation.

Dr. Scott Hanan also makes your patients feel they are in the best hands possible for the job. The nursing staff at Lenox Hill was great. They had a lot of patience.

Michelle Almaliah, N.P., is also so on top of things; explaining how the situation is to go and what my responsibilities are and is very good at following thru. Just to let you know, she called me from her home just to check up on me.

This professionalism of you and your staff goes beyond the norm. Over the years, in trying to treat my pain through difference avenues, your staff far exceeds the others.

Although I do not recommend spinal surgery for everybody, I do suggest they consult you first. It's like starting at the top!

As you know, I never had surgery before and you made the experience as pleasant as possible. Again, I thank you and your staff for all their guidance and help.

Respectfully,

Pam