

March 6, 2012

Dear Staff,

I wanted to take the time to let everyone know how much I appreciated all your staff and what they did for me during my colonoscopy. I was amazed from the first encounter at the reception area, to the walking out of your building in the end.

Your staff was efficient, kind, and very accommodating. I know you do this process day in, day out, yet you made me feel as if I was the important one at the time of my services.

I specifically want to thank the nurse that placed my IV line. I wish I could remember her name. She was able to keep me calm and I felt safe in her hands. She was one of the FIRST to place the IV and I felt NO pain, just a little prick. That is amazing! I have had cancer and my veins are not the best. I always get the "digging around for a vein" even when I need blood taken. I want her to know how much that meant to me and that I want to put her in my back pocket to take to all my draw needs...thank you so very much!

I also want to thank Dr. Livingston for his commitment to the service. He also kept me calm and made me feel safe. He spent enough time with me to allow me to feel secure in the process and explain the process, the importance of having it done and the security of knowing he too had been through this and knew what I was going to experience. I have had the process done a number of times in my life, but I must say I have never felt so good about feeling so miserable when a person has to have this done. Dr. Livingston is a huge asset to your business. I thank you, sir for all the time you spent with me and the compassion you showed knowing I was scared and I felt miserable after the prep. You were my super hero that day!

I will utilize your services again and will continue to sing you praises to everyone I know. It is rare to find such efficiency in the medical industry because more often than not it is just a job to many. The complacency in all industries can be mind-blowing. But your staff has superseded that image tenfold.

Thank you, thank you, thank you,

Sharon