

February 21, 2007

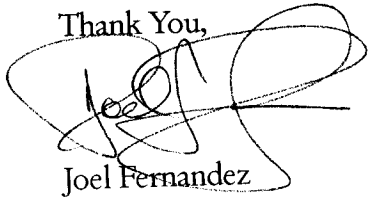
1520 Richmond Ave.  
Staten Island, NY 10314

Dr. Hecht and Staff,

I've thought long and hard about how to begin this letter, and all I could think of was the following. So here goes... .

Thank you! I could be like the hundreds of other patients and rave about your pain-free dentistry, but I choose to spotlight some other important things to me. Thank you Dr. Hecht for being the best Dentist I've ever had. Thank you staff for always being so thoughtful, caring, and considerate. Thank you staff for always calling me by my first name when I walk in. Thank you for having **respect** for my time and having me in my Dentist Chair with Dr. Hecht **ON TIME, EVERY TIME**. Thank you for always preparing my insurance paperwork for me to simply sign and mail-in. Thank you for always having "King of Queens" available for me to view and hear during my visits. Thank you for having such patient and understanding Hygienists on staff. Thank you Dr. Hecht for always making me feel like I'm **not** the "racquet" in a "Dentist Chair Tennis Match", bouncing you between other patients during my appointment. Thank You for having great office hours. Thank You for giving me clear instructions after every visit. Thank you for never making me feel like I'm rushed. Thank you for investing in up-to-date technology so I can clearly view my teeth on the Television. Thank You for being so professional in your work. Thank you for providing your cell phone number in case of emergency. Thank you for that wonderful and thoughtful gift you sent to my home. But most of all... Thank You Dr. Hecht for that phone call **you** gave me at home after my tooth extraction. It's the small things that always get me, Thank Goodness your practice is full of them.

Thank You,

A handwritten signature in black ink, appearing to read 'Joel Fernandez', written over a large, loopy scribble.

Joel Fernandez