

January 30, 2007

Dear Dr. Hecht and Staff,

I would like to take the time to write this letter of recommendation for my unbelievable experience at your office.

Never in my wildest dreams would I have thought I could make it through a dental procedure like the experience I have just had. After many, many years of fear and neglect of my teeth, on my part, the day came when I could no longer take the pain. I finally got the strength to pull out the phone book and find a dentist. The "Afraid of the Dentist.com" Ad got my attention. That was me! I made the dreaded phone call, spoke with Kelly, who was an absolute doll and a comfort on the phone. My appointment was made for the next day.

On my initial visit, I was not only comfortable as I walked into the office, I was greeted by a most friendly staff. As a lover of knick-knacks, I had to appreciate the décor. I was then greeted by Angie to take my full set of x-rays. She was extremely pleasant and gentle. My next meeting would be my consultation with Dr. Hecht. You were definitely very respectful, gentle and straightforward. I couldn't believe I was asked permission for you to examine my mouth! Although your findings were of embarrassment to me, you never once made me feel uncomfortable. I have to admit, I went home that night and cried just from the anxiety of the visit. The next day I came in to further discuss my case and your findings, which you explained in detail. Since my work consisted of having at least three extractions, three fillings and infected gums, I of course agreed to the sedation procedure. My thought: you get me in the chair-you do all you can, while I have the courage!

The day finally arrived for my procedure on January 24, 2007. I took that short walk down the hallway as my husband's voice echoed in my ears, "ye I walk thru the valley of death, I fear no evil" speech. He of course made the staff laugh, but they also said he was mean for busting my chops. As I went over everything again with Keri, she mixed me her special concoction, which she did warn me would not taste nice, but for only a mouthful, it was bearable. She stayed with me the whole time, gave me a second dose and I was off to dreamland. I have no memory of any of the work done and of leaving the office after a two hour visit. My husband was provided with all the necessary instructions, medication and I was even escorted to our car by the staff! There were follow up phone calls to check on my progress. I of course, had some numbness, bleeding and tenderness after the procedure, but not anything I couldn't handle.

My next appointment was three days later for a follow-up and to meet the hygienist. Aida was an absolute dream and took the time to ask me questions, explain procedures and get me to relax while she worked her magic.

I cannot thank you enough for giving me the help that I needed and for making me at ease through my time of need. I will highly recommend all my family and friends to visit your office.

I would like to offer my sincerest thanks to Dr. Hecht, Keri, Angie, Zel and Kelly for your wonderful compassion and help.

Sincerely,


Linda L.