

Dear Carol,

I just came back from the colonoscopy procedure today. I want to send this note to sincerely thank all of you for your dedication and sincerity and above all those smiling faces to treat people with the sense of camaraderie and respect. I did not forget the knowledge part which was obvious!

Starting from you and Kaylen (spelling?) for your interaction and assistance since yesterday morning prep time. That is note worthy. You really made sure that I am on track. I am sure you do that to all patience as your standard procedure. These starting interactions actually make the actual different of anyone's experience with any establishment and you showed with your best. You extended the same treatment today morning during the sign up procedure. I appreciate that.

Then comes Sandy! She made everything at ease. Her approach to prepare the patience was unique with a personal touch. It was good to see that she was prompt as well as thorough. My sincere thanks go to her.

Well, I actually forgot who brought me to the TV room. She was meant to take care for the patience. The way she put the blanket on the body, tells me the she knows how to care.

Then comes Tara (the great story teller!!). I would call her "Bhavan!". I do not know why she does not like that name. Even though she was trying to shift my attention from pain (even if it was just a little), I could notice her concentration on the monitor which she was supposed to do. She seems to know all the gazettes in the operating room fairly well. Many thanks for her care.

At the same time, my pleasant surprised came from Dr. Roy. Even though, I am not a doctor, I happen to associate with several family doctors and I know how critical the anesthesia procedure is. She seems to notice my discomfort for the needle and provided me with the best possible way to reduce the pain. I appreciate that subtle difference in care. Btw, I think Dr. Roy should go to Nashville or the center should have the live video broadcast from Nashville for her. She is a "keeper". Dr. Rao's selection of country music was excellent. Unfortunately, I could only listen to 1 song completely.

Then comes the "master chef" - Dr. Ciambotti. A great doctor tells all the thing within first few second of his interaction with first few words and with his first approach. That is what he provided before I went to sleep. I could see how everyone was working in unison as a highly professional team. I am sure all of that coming from his skill apart from his core expertise. It was good to see him before I left just to say "hi" with a winning smile!!! That gave me all the news irrespective of what was written in paper.

Then the closure was the height of all pleasure with Maria. She seems to be expert in working professionally and talking "nice little things" at the same time. We definitely enjoyed talking about our favorite "China Talk (good way)"!! She definitely miss Manila. Who would not miss today's Manila!! She finished everything promptly but with complete satisfaction and escorted me like a friend!

In summary, it would be my pleasure to talk about your extended team's professionalism, expertise, and care to anyone who may be looking for unparalleled care for specific expertise that your organization provide.

Thanks again,  
With best regards,

Niren