

September 21, 2011

Dear Dr. Yankelove:

“I can see.” Those were the words my father, Irvin, said after each cataract surgery. I have not seen him this enthusiastic, cheerful, and happy in a long time. Your hands are magical. Before the surgery, he was apprehensive and scared. The thought of his eye sight getting worse was even more terrifying. He was determined to overcome this fear and have the surgery. When my father and I walked into your office for the first time, we were greeted by Dalia and Jody. They made us feel at ease. No one would have ever guessed that it was our first time in your office. The overall atmosphere in the waiting area was warm and inviting. The wait was not long.

The leader in any organization sets the tone. You have done a wonderful job in setting the tone in your office. Your staff consists of true professionals. I was proud to meet most of them. They were knowledgeable and courteous. Special thanks to Marcy, Jose, and Amy.

My father has not stopped talking about them. They explained everything in clear, precise, and understandable terms. They also made him feel at ease about the entire procedure: from surgery, recovery, and what to expect during the healing process.

Thank you again for your superb work. Please convey to your staff our sincere appreciation.

With Deep Appreciation,

Irvin W.