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March 5, 2009

Thomas P. Ragukonis, M.D.  
Paramus Surgical Center  
30 W Century Rd # 300  
Paramus, NJ 07652

Dear Dr. Ragukonis;

On February 3<sup>rd</sup> of this year, I underwent an endoscopic discectomy at the *Paramus Surgical Center*, and I wanted to share with you my experience. Although the surgery was minimal in nature, I was quite nervous as I am only 27 and luckily have not experienced many medical procedures in my lifetime. I hope I don't have many more in my future; although should I, I certainly hope to receive the same care as I did from everyone at the Paramus Surgical Center.

The people that work with you at the Surgical Center are so caring and compassionate, from the doctors to the nurses to the women working at the front desk. Each person that I came into contact with made sure I was feeling well, made sure I knew exactly what procedure I was getting, made sure I didn't have any questions or worries, and made sure I was comfortable and calm. Each individual had such a pleasant smile on their face, an upbeat attitude, and acted professional yet empathetic; something not often found in medical facilities.

While I was in the waiting room getting prepared for the surgery, I had visits from each and every person that was going to be in the surgery room – anesthesiology, several nurses, and even you and Dr. Quartararo stopped over to see how I was doing and made sure that I knew exactly what was going to take place. It was quite a stressful day for me, and everyone did their best to relax me and help me through it.

The nurses in the recovery section are extremely kindhearted, pleasant, and considerate individuals; each and every one of them made me feel comfortable and at ease. They were so kind and accommodating, and made me feel so relaxed in such a tense situation.

In the days following the surgery, I kept thinking about how lucky I was to be referred to this Surgical Center. I have never received this type of care from a medical facility; it always seems like you are just another number, and they push you in and out to maximize the amount of patients they can see in a day. Here, I felt like people cared about my feelings and truly wanted me to get better. I feel that the positive experience really helped my recovery and moved it along even quicker. Before I went under the anesthesia, I remember you saying to me, "We're going to get you better kid." And you did.

I have never written a letter like this and probably never will again! I just wanted to take the time to let you know that you couldn't have picked a better staff to support you, and this includes the ladies working in your office. I also wanted to thank you for everything you have done to make me feel like myself again. It's amazing to finally feel back to normal after two years of dealing with the pain and aggravation. I never thought I would feel well again.

Please extend my thanks and appreciation to your staff. They deserve to know they are doing a wonderful job!

Kind Regards,  
