

B.G.

March 14,2016

Dear Dr. Warner,

I want to commend you and your staff, I came to see you, February 19 for an "help, my shoulder is killing me visit.

I found the staff friendly and happy. What a pleasure! I think this is the norm, not just a lucky day.

From the first interaction with Kevin Hamlon at the front desk to another lovely man whose name I didn't catch in the changing area, I was impressed. I had just sat down in the waiting area when (that lovely man) brought me to get an X-ray and then brought to the exam room. Dr. William Rossy along with a visiting doctor from China introduced themselves took a history, looked at the X-ray and explained when I asked, what the X-ray showed. Dr. Warner came in, examined my shoulder explained to me, while teaching the fellow in such a nice way about my shoulder. I was impressed with your care Dr. Warner and staff, thank you.

I went to radiology the next week for a cortisone shot to help me heal and unfreeze my shoulder. Terrific Betty, scheduled the procedure and was so kind to introduce me to Casey Vandale the physical therapist. Casey took time to explain to me what pt would entail and schedule appointments.

It is not a few weeks later and, it's a miracle!!!! Casey is amazing, and I'm thrilled with my experience. My first career was in nursing. I worked in the Surgical ICU at Memorial Sloan Kettering, Bellevue CCU.....so I have the experience to know MGH is doing a terrific job.

Best, **B.G.**