

Karen H. Vierneisel

2919 W. Wilson Ave.
Chicago, IL 60625

November 29, 2007

Dr. Timothy Dotson
Perfect Smile Dental Spa
2155 W. Roscoe St.
Chicago, IL 60618

Dear Dr. Dotson,

Too often patients expect quality care, but don't express gratitude to the medical professionals that provide it. Since I've been seeing you now for over 20 years, I want to express my gratitude more fully than the usual "thank you."

If you had not bought the practice of my former dentist in 1986, I might have lost my teeth to undiagnosed gingivitis. You identified the problem and your expert knowledge of periodontal care saved me from later painful surgery. I've relied upon you for my dental care ever since. In fact, I so value your care that I recommended you to my mother and aunt. Both were patients until they died. More recently, I recommended your services to Megan McKenzie, a "dentalphobe" who now reports how comfortable she feels in your dental chair.

Over the years I've observed how your curiosity and commitment to learning have improved dental care for your patients: new equipment; top-notch staff, especially Irma Franceschi, Dental Hygienist, whose warm smile and skillful hands put me at ease; and continuing education in the latest advances in dentistry. More recently, I've benefitted from your vision of a care as you transformed a dental office into a dental spa. Now during treatments, I can listen to music of my choice and relax as one of your skilled massage therapists knead my shoulders. That makes me look forward to cleanings! It also prompted me to schedule regular massages with Lisa Rouse whose gift as a massage therapist matches yours as a dentist.

While your credentials are impeccable, the quality that keeps me coming back is your caring nature. I will always remember with deep appreciation your special care of my mother in the last years of her life. After a difficult extraction that took longer than expected, you drove her home because you were concerned about her well being. That's service and personal care of the highest magnitude. She never forgot it and neither will I.

Looking forward to the next 20 years, I am

Sincerely,



Karen H. Vierneisel