

Lisa C Phillips

Blue Point, NY 11715

November 5, 2009

Long Island Eye
Attn: Dr. Neil Nichols
601 Suffolk Avenue
Brentwood, NY 11717

Dear Dr. Nichols,

I wish to thank you and your staff for your high level of expertise and professionalism. My entire experience with Long Island Eye Surgery has been above and beyond my expectations. You took the time to explain the operative process to me and, having worked in healthcare for many years, can appreciate your peer review process in the surgical follow-up appointments.

I suffered with the chronic tearing for the past two summers and most recently for the past five months. I had become extremely frustrated in not being able to find a physician to provide a solution and cure. Your knowledge and surgical expertise of the DCR Procedure with Ritley tube insertion has made it possible for me to return to my normal activities.

As a patient of yours, the protocol of your assistant Ashley's surgical follow-up phone calls were not only a form of courtesy to a patient but provided me with a sense of relief that care for a patient is essential. Ashley was always kind and courteous and her assistance through the entire process is greatly appreciated!

Jennifer in the Credentialing Department assisted me on numerous occasions to resolve my insurance carrier network issues. Due to her willingness to assist me with my United Healthcare billing issues, UHC had their Network Group reprocess my claim for the original visit to you which was then covered as in-network.

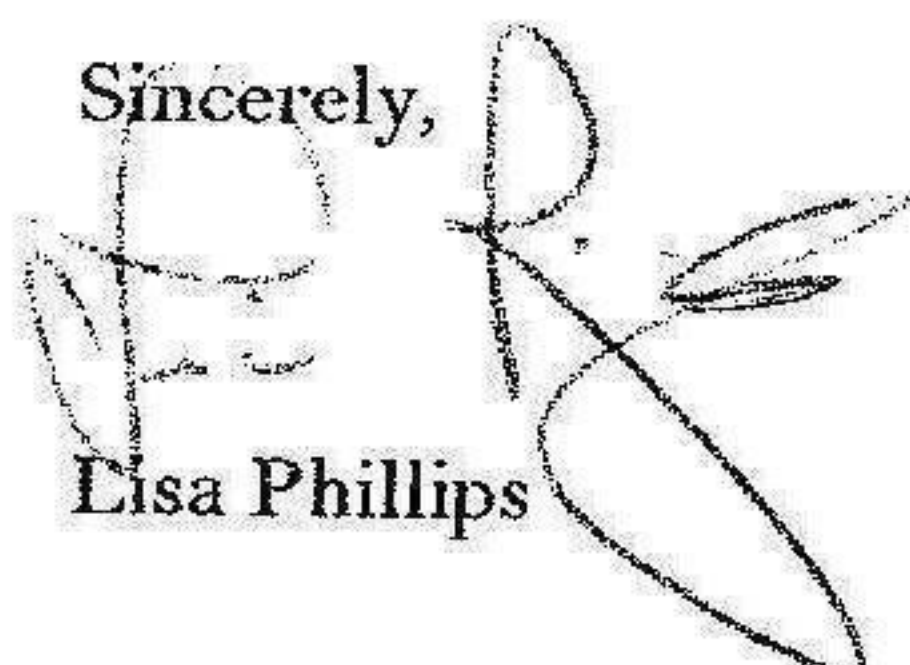
It is not every day that employees in public or customer service provide such compassion and understanding during medical necessities. Everyone helped to alleviate the apprehension I felt before, during, and following the surgical procedures.

Your staff was courteous, knowledgeable and quick to respond to any of my needs. The treatment area and accommodations were excellent. I wouldn't think twice about referring a friend, family member or colleague to your practice. In fact, I have referred a coworker to your practice and he too is also impressed with the level of expertise and already has a greater understanding and sense of relief regarding his particular eye problems.

Please provide a copy of this letter to your Practice Director. You are to be commended for your compassionate care, professionalism and expertise and in going above and beyond.

I wish you continued success!

Sincerely,



Lisa Phillips