

August 20, 2021

Dear Dr. Jafarnia and Staff,

I would like to say thank you to you and your staff for your excellent care of my husband, Frank DiPuma, yesterday as he went through hand and wrist surgery.

From the time we saw you in the office and set the date of surgery your staff has worked diligently to get everything arranged. I am going to list all the things you and your staff did so well because it is so rare to have a doctor's office be so attentive.

Monica worked so well with me as we struggled to get cardiac clearance from Frank's cardiologist, who has a completely inept staff.

Yesterday in the hallway of the preparation area, you were so very cordial to me as I passed you in the hall. Some doctors would not have even recognized me as the patient's family. I could hear you talking to other patient's as they were preparing for surgery; always so informative and always made sure the patient understood everything that was going to happen.

The staff at Methodist was exceptional

Jennifer met me outside Frank's preparation room to explain at home procedures and medication, answering all my questions and never rushing her time with me

Last night at 9:30pm YOU called to check on Frank. Outstanding!!

This morning a member of the Anesthesia group called to check on Frank.

This is exceptional Standard of Care. I was an office manager for a dental practice for 32 years; this is the standard of care I always strove to achieve for our practice.

Thank you again so much for your excellent care.



Diane DiPuma