

July 27, 2019

Dayton Skin Surgery Center  
3025 Governor's Pl Blvd.  
Dayton, OH 45409

Dear Dr. Donnelly,

I wanted to take a moment and simply send you and your staff a letter of appreciation. Your website says, "We look forward to providing exceptional care," and you do. There's another saying painted on the wall upstairs at your facility along the lines of "treating our patients like family," and you and your staff do that as well.

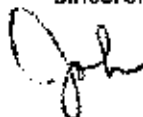
I've been coming to your practice since May 28, 2013, when you performed Mohs surgery on a squamous cell on my left eyebrow. During the 20+ years prior to that, I had been going to another dermatology practice in the area, but became unhappy as I never saw the doctor, only the physician assistants. And while the assistants are very educated and qualified, with my long history of skin cancer issues, I really wanted to be seen by a medical dermatology doctor.

In addition to seeing you last week for the third of my Mohs surgeries at your practice since 2013 (great job on the stitching of my neck, by the way), I also see Dr. King every six months, at a minimum. I have also seen Dr. Hickman, Dr. Gruber, and many of the physician assistants and staff there as well. I've had the photodynamic therapy several times on my face, chest and back. I've had actinic keratosis frozen on my hands, back, chest, legs and face multiple times. I've had both basil and squamous cells removed by Dr. King from various areas. And I've had chemotherapy at home with both Efudex and Carac. It's very clear your doctors can find the cancer, so I have 100% confidence in you and your staff. (My wife is also a patient and has seen Dr. Hickman, Dr. Schloemer, and Dr. Gruber.)

In addition, everyone I've been with there has been friendly and professional. That includes the wonderful staff up front. Over the past six years, I've spent many hours in the waiting areas both upstairs and downstairs during my appointments, my Mohs surgeries, and photodynamic therapy treatments. The staff downstairs has a wonderful attitude from the time you walk in, as they are on the phone taking appointments and giving driving directions to your location, and later checking you out. A LOT of patience and positive attitude. That's especially important with the primary age group that comes to your practice.

So again, thank you and please feel free to share this with your staff so everyone there knows how appreciated they are, by at least this patient.

Sincerely,

A handwritten signature in black ink, appearing to be the name 'John' or similar, written in a cursive style.