

A watercolor illustration of several tulips in various colors including purple, pink, yellow, and green, arranged vertically on the left side of the page.

8.5.2020

Dear Dr. Dankworth,
Hope you and your family are managing well during this crazy time.

I recently rescheduled my delayed cleaning at your Oceanside office. Like most patients (I speculate!), once my appointment ends, I like to forget about the dentist until my next visit. But given the exceptional times and the additional fears people have, I felt compelled to update you on this visit.

Your front office staff was, as always, friendly, polite and organized. The waiting area was spotless and well-equipped with sanitizer, Plexiglas etc.

My cleaning was with Natasha Chumbley, my regular hygienist. I was very relieved—for her sake and mine—that she wore goggles and face protection plus used the typical sanitary practices.

My actual reason for writing, however, is Natasha, herself. It can be a challenge to balance warmth, friendliness and professionalism, yet she shines in all these areas. She explains dental matters and answers questions in a way that's informed but comprehensible to the lay person. Her competence and welcoming demeanor always put me at ease.

I find that people are quick to complain over the slightest distress, but rarely take the time to acknowledge excellent care. In Natasha, you have a most positive reflection of your dental practice: kind, concerned, well-educated and patient-oriented.

Stay well,

Jean
Jean Cole