

*Feb 5th, 2013*

*Dear Dr. Lipani and Kathy,*

*My sister lived in chronic neck pain for years causing limitations in everything she did in life; she couldn't even sit for longer than 30 minutes without pain. **Finally**, she agreed to see a doctor. We are not medical people but we knew enough to know my sisters complex spinal surgery would be left only in the hands of a highly trained, experienced neurosurgeon. That was non-negotiable. We researched board certified fellowship trained neurosurgeons and that led us to you!*

*What a wonderful physician, I cannot say enough about your exceptional skills and genuine care and compassion.*

*I was by my sister's side for most of her ordeal, and as you know, I had much contact with you and your office staff. After your detailed explanation of my sister's diagnosis, followed by her spinal surgery my sister is now pain free and living a normal life!*

*Your office staff are courteous, highly professional and, most importantly, genuinely compassionate. They might do this every day, but their patients don't and they recognize that.*

*What wonderful bedside manner you have along with your clinical manager Kathleen... Having both yourself and Kathleen available to us from the time of my sister's initial phone call to schedule her consultation through her post-operative course made such an incredible difference. 24/7 availability and your surgeons cell phone number.....who knew that was possible?!! You were always there to answer any question, and made my sister and all of us feel at ease.*

*I'm so thankful she chose you Dr. Lipani.*

*Thank you for fixing up my sister! You changed her life, all for the better!*

*Sincerely,*

*E L*