

October 8, 2019

Cliff

Dr. King,

I would like to personally thank you for accepting me as a patient for total knee replacement. It has only been three weeks since my surgery and my knee mobility is at 127 degrees with minimal pain throughout the process. To that I say THANK YOU for a job well done.

The prep for the surgery, including pre-surgery appointments, your informational packets, and one on one with you and your hand picked staff, eased any concerns I had with such a major surgery. Kathleen, was a good listener and patient, accessible, responsive, and helpful throughout the entire process.

On the day of the surgery, once arriving at the Stratham Surgery Center, I was treated like family. Everyone there was friendly, helpful and in constant awareness of how I was doing. WHAT A GREAT TEAM!

Surgery was on time and when I came out of surgery the positive feeling that was with me when I awoke is hard to explain. The entire day was such a positive experience. I know that doesn't just happen. Dr King, you are a special man and your team is special. You all really care.

Once home, the physical therapy associates were caring and professional. They showed up on-time and worked me towards health. Willem Verweij and Associates Physical Therapy has continued the team effort of my recuperation and have also been accommodating beyond expectations. The company responsible for the CPM machine also were great. They were helpful and took all the time needed to set me up with it. It is so unusual to have a team where everyone is on the same page.

In closing, thanks again for the new knee and the positive experience you and your team provide to patients like me. I know that what I have gone through with your team can only be a result of constant training, paying attention to detail, and a professional-putting the- patient- first team. For that I am grateful to have chosen the Knee, Hip Shoulder Center for my surgical procedure and the positive outcome which assures me that I made the right choice. Thanks again Dr. King, for all that you and your team do.

Respectfully,

Cliff

A handwritten signature in black ink, appearing to read 'Cliff', with a long horizontal flourish extending to the right.



NAME:

Cliff N.

SURGERY DATE:

PTKR  
9/16/19

# REPORT CARD

## PREPARATION FOR SURGERY

(WORST) 1 2 3 4 5 (BEST)

## SURGICAL EXPERIENCE

(WORST) 1 2 3 4 5 (BEST)

## HOME PT/OT

(WORST) 1 2 3 4 5 (BEST)

## OUTPATIENT PT/OT

(WORST) 1 2 3 4 5 (BEST)

## OUR OFFICE

(WORST) 1 2 3 4 5 (BEST)

## OVERALL

(WORST) 1 2 3 4 5 (BEST)

### HELP US MAKE IT BETTER: COMMENTS -

Perfect!!! Excellent Communication  
+ Teamwork

### TELL US ONE THING WE COULD IMPROVE:

Perfect!!!