

Dear Dr. Feinberg,

A couple of weeks ago, I finished my orthodontic treatment with your team, which included orthognathic surgery (a big way of saying "jaw surgery" - I know!) with Dr. Rabot. It was your job to prepare me for the intensive procedure and make sure everything was kept in place after the fact.

I wanted to thank you and your entire team for making the experience, from the first time I consulted with you to getting my retainers just now, absolutely better than I could have ever expected. From the beginning, it was obvious I had found the right team to complete an important procedure for my future well-being.

You explained the steps, outlined your responsibilities and mine, and encouraged me along the way. Your team of assistants (especially the two UNLUCKY ones assigned to me on a regular basis - Lindsay and Leah), were professional, kind, and obviously some of the best at what they do, proof of their talents and your guidance.

I know you talked a lot about the Sure Smile technology early on and how much you believed in it, but I am still amazed to this day how much quicker and more exact it made the braces-wearing process both before and after surgery. I would write a recommendation for their technology any day and I am sure I could be a good case study at the same time!

Even more incredible was we did all of this "long distance" while I worked out of the country and was usually only in Arizona when we had scheduled appointments. I knew as long as I did my part and followed instructions everything would be okay. When I did have a question or concern, however, you and your team's quick response to my calls and emails was exactly what I needed and very much appreciated. The personal attention made me feel even more comfortable.

As an adult who had to wear braces for a second time, this experience was completely different from my first time in high school (only a few years ago!), and it was actually enjoyable. I have come to know you guys not only as the best orthodontics team around, but as great people.

It is easy to see you not only hire the most capable but also some of the nicest around. The work culture and positive environment you have created is admirable. You have formed an incredible team, from those who check us in upon arrival, to the technicians, to those who schedule our next appointments (and make sure our account is up to date!). I would recommend you and APDO to anyone (young or old) for any orthodontic needs.

Please feel free to have anyone call me or email me at any time if they want to learn more about your group's expertise and professionalism. I can't believe I am saying this, but you made the entire experience fun.

I will miss the regular visits and wish you and your team the best always,

Ryan

