

Dr. Khalid Kurtom
490 Cadmus Lane
Easton, MD 21601

October 21, 2015

Dear Dr. Kurtom;

First let me thank you for accepting my unusual case. As I write this the pain and soreness I have felt for so long is melting away. I'd like to compliment you and your office staff for creating a setting that is relaxing and sympathetic to your patients.

The surgical team was remarkably good. From start to finish I was comfortable in what was to take place. The explanations given by RN Tyler Team Lead were excellent and made me quite comfortable. Having not had a lot of sleep the night before that was a really nice nap Dr. Kleinert induced. I only had a brief visit with Wendy but she was instrumental in changing the IV from my port to regular insertion in my hand. I'm sure she was remarkable during surgery.

When I arrived in the recovery area, nurse Erica and Tech Thelma were attentive to my every need. They were most helpful when I needed to get out of bed. In fact they made it quite clear I was not to get out of bed without their assistance.

I mentioned this when I spoke to you on the phone on Thursday the day after the surgery. The care I have received from Shore Health over the past eighteen months or so have been excellent. I often hear complaints from some of the folks in my community. I think a lot of them are just old and grumpy. Almost without exception my experience with the hospital has been exemplary. I have written a separate letter to the Chief Medical Officer, Dr. Huffner expressing my feelings.

Again, thank you for taking care of me. Our community is very fortunate to have a physician of your quality here.

Sincerely;


John Crovo