

June 27, 2016

Dr. Henry Clever
First Capital Dermatology
901 South 5th Street
Saint Charles, Missouri 63301

Dear Dr. Clever,

Often, after a patient receives successful medical treatment void of complications, the staff that performed the service is not informed of "how well they did". The medical profession has not yet succumbed to sending out customer service surveys. Some members of this profession may, as they should, be leery of such telling feedback. My purpose in writing is to present my evaluation of the service provided to me by you and your staff.

When Dr. Kim Anderson used such frightening words as "skin cancer" and strongly suggested I contact you or another skin cancer surgeon, I was understandably shaken and apprehensive. However, after visiting your facility and receiving my initial orientation from such caring and informative individuals as Vicki, I became less uncertain of the journey ahead of me.

On the day of surgery, I was greeted and prepped by your assistants: Margy, Micky and Lisa. You are very fortunate to have such kind, caring and knowledgeable staff members. Then, it was your turn. Your demeanor was as professional and congenial as that of your assistants and due to this, I acquired confidence and trust in your surgical ability.

The bottom line is: because of the cleanliness of your facility, the medical knowledge exhibited by you and your staff, your attention to detail, the caring attitude freely expressed by each of you, and your skill as a surgeon, you all receive a BIG 10 Customer Service Rating (10 being the highest order of excellence). I would readily recommend your team to anyone in need of your expertise.

My sincerest THANK YOU goes out to all of you.

God Bless You,



Bernard A. Rains

