

TO: DR. KING'S OFFICE, THE SURGICAL CENTER, CARETAKERS, AND ABILITIES  
FROM: PATRICIA [REDACTED], JUNE 15 AND JULY 17 KNEE REPLACEMENTS

It has been a real pleasure working with THE TEAMS through Avatar and the whole process of two knee replacements. It is a perfect arrangement to have all the pieces of the puzzle put together as one team!

Meeting Dr. King and part of the office team immediately put me at ease as I realized this was an alternative approach. It was a shock to see how bad my knees were on the x-rays. A wake up Call!!! No wonder so much pain.

Dr. King excited me on that first visit when he said he knew which knee replacement would be best. He did know! Also, foolishly I thought I would be out of work for just a week. You will be out on disability for a while. (Hooray!). My nurse navigator Kathy Leavitt is a lifesaver. When I needed help, she was right there, answered all my questions, and took care of things and people I needed.

The Surgical Center staff were also amazing, professional and fun. They also answered all questions and were extremely helpful. Amazing I was able to walk up and down stairs and leave the same day! Thank you Susan Dumore for taking me home too.

The home Physical Therapists were a blessing and put me right at ease as I learned what I was able and ready to do each day. I enjoyed everyone who made me feel well taken care of.

Of course, I cannot say enough about the Abilities staff and how knowledgeable, friendly and patient they are to everyone. It was always the highlight of my week! I had no idea what a Physical Therapist really did because I had had a dismal experience in the past with someone who did nothing. Zach and Tammy are terrific, answered all my questions, and kept up with the number of repetitions I did or did not do: "3 sets of 10 each please."

The whole team approach is fabulous. My friends could not believe how well I was doing! I have never experienced anything like it. One can move through the process easily (even using the machine).

I will miss you all. I do look forward to the follow up visit in October in Dr. King's office. That in and of itself says a lot about how much you all really do care.

THANK YOU, THANK YOU, THANK YOU

Pat

P.S. Too bad I do not have a third knee. (No cancel that!) 😊

P.P.S. I hope some of the suggestions on your brochure I had given you were helpful.