

September 30, 2004

Dear Dr. Popper,

Having had explored the idea of dental implants with two dentists who did not satisfy my expectations, I decided to call your office after seeing your Newsday ad twice. I had some apprehensions regarding seeing a medical person through an ad, but I called and made an appointment.

When I met with you for a consultation, you were detailed without being "pushy" in trying to force me into any decision. You advised me to think about it, come back again and we'd discuss it again. I did that and you gave me references to call, which was very satisfying. The third time I saw you, we made a date for the surgery using the prosthodontist and anesthesiologist that you recommended and all proceeded beautifully...as you said it would.

You have been the most sincere and caring dentist that I have ever been to. Your chair-side manner is exceptional and your approach inspires confidence. The post-operative calls that you made to me meant a great deal – even giving me your home number "just in case." That is a rarity.

I do have one suggestion for you – that is, when and if you should retire, you run seminars for dentists and doctors teaching them how to treat patients medically, emotionally and otherwise in order that the patients are confident and comfortable. I'm sure that these seminars would be a learning experience for most!

Thank you so much for your good care. You helped seeing me through the roughest spot in my life and I appreciate you and your staff greatly.

Very sincerely