

November 5, 2004

Dr. J. McDonald, M.D., PHD  
850 W. Ironwood Dr., Suite 300  
Coeur d'Alene, Idaho

Dr. McDonald:

I've felt for some while I should be in contact with you. Truthfully, mostly for selfish reason. As you most likely are aware, I've had numerous experiences with a number of local Physical Therapy businesses - some fairly good experiences, some rather marginal in my humble opinion. It is said "if you can't share a positive thought about folks or their businesses, it is best not to go there". (Excuse the modern lingo.)

Well, I surely do have some positive facts about my present situation regarding my improvement in ability to walk. The swollen feet and ankles and loss of feeling are nearly a thing of the past, enabling me to walk pretty normal. I have not resumed complete balance as yet, but I have not fallen down since last winter, and that's surely a plus.

So what's happened you ask? Well, I not only found a Physical Therapist who knows his business, but in my case, applies it in the most effective manner. I feel I am very fortunate in finding Kevin Sgroi and his talented staff at Joshua Tree Physical Therapy. They're sort of new in the area, but their "hands on" approach with massage therapy and personable rapport with the patient are pleasant experiences I haven't had through the years recently. Kevin's people remind me a little of your Barbara in your offices. No one could see negative with them or her.

I'm sending along a photo of Kevin and his staff who I find to be exceptional people. I understand you're acquainted with Tara Miller from surgery you did on her when she was accidentally shot.

She works from her wheelchair applying treatment. Terry, the accomplished masseur has remarkably strong and gentle hands which perform wonders to my feet and legs.

At this time I think it is time I say what my motive was in writing you. I believe my extended physical progress will be enhanced by additional treatment at Joshua Tree Physical Therapy and ask for your endorsement of time.

Thank you Dr. McDonald, I appreciate the association we have had.

Sincerely,

  
Frank M. [Redacted]