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From: Jennifer S

Sent: Tuesday, June 23, 2009 5:18 PM

To: Dr. Shuli

Subject: Best Doctors

Dear Sirs,

I recently reviewed your top physicians list and the information that you provide about how the top physicians are selected. While I can appreciate some aspects of the peer selection process, the fact that the patient perspective is not directly sought or considered is, in my view, a serious flaw. As just one example, our pediatriacian, Dr. Shulamit Kon, is the most deserving doctor that I can imagine. and yet she is not on your list. When she first met us, she promised that she would not keep us waiting beyond the time of our scheduled appointment unless she had an emergency at the hospital and, after seven years and countless visits, she has kept true to her word. It has never taken her more than five minutes to respond to a call, even during off hours and holidays. She has made house calls and despite multiple emergencies ranging from raging fevers to cuts needing stitches, she has always made arrangements that allowed our family to avoid having to go to a New York City emergency room with our young children. The level of care and thoughtfulness that she accords every medical issue, big or small, stands out among all the doctors we have seen over a lifetime of seeing doctors and specialists. I am therefore left with the feeling that your list might change a little -- or maybe a lot -- if the patient perspective were included.

Sincerely,

Jennifer S