

April 29, 2011

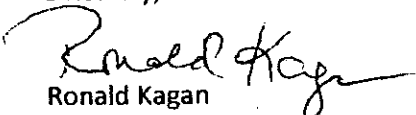
Ronald Kagan
601 Rudwick Place
East Meadow, NY 11554

Dear Dr. Ahuja, Jean Campos and Staff,

On April 6, 2011 I had total hip replacement of my right hip by Dr. Krauss. This was my second hip replacement as I had my left hip replaced on January 23, 2006, I was sent for sub acute rehabilitation to Glengariff and at that time I was sorely disappointed as the facility was dark, old and understaffed. It was not a pleasant experience. While I was hesitant to come back, I went to The Marquis first and the care was so bad I requested after just two days to be transferred to the Pratt Pavilion. When I arrived at Pratt Pavilion, from the first moment I saw the difference from 5 years ago and from the Marquis. The staff was competent, caring and very much on top of everything. My two weeks in the facility exceeded my wildest dreams for this kind of rehabilitation. The atmosphere and staff made me feel motivated and gave me a feeling of safety and security. Your therapists, Tom and Suzanne who worked with me, were not only knowledgeable, but listened to me and were excellent. The support staff and nursing staff were timely and made me feel they cared about the patients. The evening nurse, Joanne was great and friendly. She made me very comfortable with the care I was given. Meeting Dr. Ahuja, one of the owners was definitely a surprise, as I never dreamed I would see the owner or administrator. Dr. Ahuja is a caring and special person. Jean Campos was an angel and helped get me transferred from the Marquis, and also helped out on the floor. I would never have progressed as quickly with my rehabilitation of my right leg without the wonderful care I received. I can't say enough good things about my experience at Pratt Pavilion at Glengariff. Anyone I know who needs any rehabilitation for orthopedic procedures or long term care I will recommend your facility highly.

Thank You,

Sincerely,


Ronald Kagan