

DEBORAH A. PONTOSKY
104 FIFTH STREET
GARDEN CITY, NY 11530

February 7, 2021

Mr. Michael Fener
Executive Director
Syosset Hospital – Northwell Health
221 Jericho Turnpike
Syosset, NY 11791

Dear Mr. Fener:

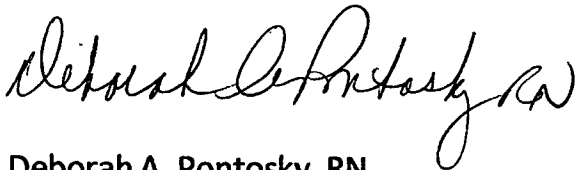
I recently had ambulatory surgery at your hospital and would like to share my experience with you. I had a complicated revision surgery to my left foot performed by Dr. Michael Livingston. I had previous unsuccessful procedures which could have negatively impacted the outcome of this surgery. I am thrilled to report that as a result of Dr. Livingston's surgical skills and dedication, I had the best possible outcome.

My experience at your hospital was beyond my expectations. From the moment I entered the hospital I was treated with professionalism and kindness from all of your staff including transport, security and pre and post-op. The day of my surgery flowed flawlessly. The pre-op unit was incredibly well run. My nurse Jeanine was amazing as were the rest of the staff. I was evaluated and cared for by the nursing assistant, the hospitalist, another MD, the anesthesiologist, the OR nurse and, of course, Dr. Michael Livingston. The post-op unit was also a

wonderful experience. My nurse Dana Palumbo and the nursing assistant were skilled, efficient and very kind and caring. I was transported to radiology and did not have to wait at all. They were expecting me, x-rayed my surgical site and I was back to the post-op unit in record time.

I am a retired RN having worked in SICU at Winthrop and Infectious Disease at North Shore Manhasset. I have been on that side of patient care and I recognize excellent nursing and health care. I am extremely grateful for such a positive experience and outcome at Syosset Hospital.

Sincerely,

A handwritten signature in cursive script that reads "Deborah A. Pontosky RN". The signature is written in black ink and is positioned above the printed name.

Deborah A. Pontosky, RN

Cc: Michael Livingston, MD

Michael Fener
Executive Director

February 26, 2021

Ms. Deborah Pontosky
104 Fifth Avenue
Garden City, NY 11530

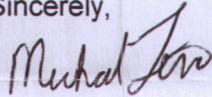
Dear Ms. Pontosky,

I would like to take this opportunity to thank you for letting us know that the care and services that were provided to you, during your recent visit to Syosset Hospital, was a pleasant and satisfying experience.

We take great pride in our staff for their hard work, dedication and compassion, and it is gratifying to learn that their positive efforts are recognized and appreciated by others. Please be assured that your complimentary statements have been passed on to all concerned.

Again, our sincere thanks, and may we wish you and your family good health and happiness.

Sincerely,



Michael Fener
Executive Director
Syosset Hospital

Cc: ✓ Dr. R. DiLorenzo, Medical Director
Ms. D. DeVivo, RN Director of Patient Care Services
Ms. S. Malloy, RN Director of Peri-Op Services
Ms. N. Cintorino, Senior Director Patient & Customer Experience