

**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:

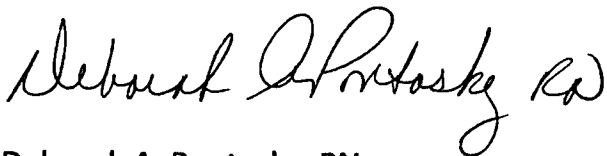
I recently had ambulatory surgery at your hospital and would like to share my experience with you. I had a complicated revision surgery to my left foot performed by Dr. Michael Livingston. I had previous unsuccessful procedures which could have negatively impacted the outcome of this surgery. I am thrilled 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