

March 15th, 2019

My name is Ray Volpe. I am writing this letter to acknowledge the wonderful experiences I have had at the Ferber Dental Group locations. My journey to my transformation began May, 2018 with my initial conversation with Dawn on the telephone. Dawn fully engaged me for at least 20 minutes satisfying my every question.

I indicated I was going to interview at least three surgeons from West Palm to Ft Lauderdale. Dawn scheduled me to meet with Dr Brian Ferber in the Boca Raton office on a Friday. There I met with Dr Ferber and Angie, his most capable associate.

The Care Plan was fully explained including costs. After indicating my interviewing other surgeons, I stated I would follow up one way or the other. After several visits to other surgeons, I decided on the Ferber Dental Group with no trepidation! I went for extraction of my uppers with Dr Porras on Wednesday June 20, left with nothing but soon to heal gums. I was provided with a pain killer and Amoxycillan to fight infection. No eating that night and NO pain after the novacaine wore off. To make sure the pain would not ensue, I cheated by pouring three fingers of Jack Daniels over ice...apparently worked.

I returned the next afternoon, Thursday June 21 still to leave with temps...the Care Plan calls for at least the third day before temps are placed in so gums may fully begin their recuperative processes. On Friday I was like a giddy little kid with a set of upper temps that I should have done many moons ago. I must have gone back multiple times through January/February 2019 when I decided to do my lower teeth. On Wednesday, February 27, Dr Porras once again performed the extraction. No pain that evening therefore no pain pill, just Amoxycillan for infection prevention. Once again I cheated and indulged in a three finger pour of Jack Daniels over ice. The \"Drill\" was repeated and on Friday, March 1 I had lower temps.

I would be remiss by not thanking Emma, Dr Schaeffer, Nikkie, Orlando, Dr Jethwa and so many others. I will not forget that after I made my initial decision, that Dr Ferber said ...\"We will take care of you.\" Not only that and more. I feel that all of the staff are truly invested in me and it is reflected in my positive attitude with my new extended family! Thank you all, a truly appreciative Ray Volpe.

- Ray Volpe