

To whom this concerns,

My name is Aaron Mindel. I work as a NYC paramedic and have been a patient of Dr. Ostad's since 2007. I have not always had the best experience with some of his PA's during past visits but I return to Dr. Ostad's office because he is my primary dermatologist and I respect him immensely.

Recently I came in for a routine checkup and ended up requiring a tissue biopsy for worrisome skin tag and a rough edged dark patch on my hip. I was seen by one of Dr. Ostad's PA's, Lisa Pitter.

Despite it being busy, I did not have to wait long to be seen. When she introduced herself, I was impressed by her warm, friendly manner. Ms. Pitter put me right at ease and took the time to listen to my concerns during her assessment of my symptoms.

She explained the best and worse case diagnoses, told me exactly what I needed to do in order for her to do what she need to do in a gentle, clear manner. She performed the procedure efficiently, with such obvious skill, I hardly felt any pain at all.

During my followup visit, there was no change at all to Ms. Pitter's manner or approach to caring for me as a patient. I found this quite remarkable given the obviously busy schedule as evidenced by the packed waiting room. I never felt rushed or unimportant as a patient, and I'm very grateful for that.

I understand how difficult it can be to establish a connection worried, nervous patient particularly when the necessary medical treatment may be unpleasant or pain inducing. I also know it can be even more challenging to do so when the patient is a healthcare provider or involved in the medical profession.

Ms. Pitter has a wonderful ability to communicate and a fine sense of humor. This coupled with her confidence in her training and readily apparent medical knowledge all helped secure a deep trust and respect that is so crucial to genuine, honest and healing interaction between provider and patient, as well as positive patient outcomes.

In short, I felt safe and secure in Ms. Pitter's care and that is no small feat. She is a true healthcare professional and I was quite pleased to be treated by her. I reccomend her highly - indeed Dr. Ostad's practice is lucky to have her.

If you have any questions or comments, I can be reached any time at (917) 657-2920.

Sincerely,

Aaron M., EMT-P

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