

Michael Fener  
Executive Director  
Plainview and Syosset Hospital  
221 Jericho Turnpike  
Syosset, New York 11791

Dear Mr. Fener,

My name is Ingrid Fray and I'm a patient of Dr. Michael Livingston, of Livingston Podiatry, located in Bellmore, New York. I was diagnosed with problems in my foot that resulted in having surgery on November 9<sup>th</sup>, 2020 at Syosset Hospital. I'm writing to tell you how pleased I was with the hospital, staff, administrators, nurses and doctors.

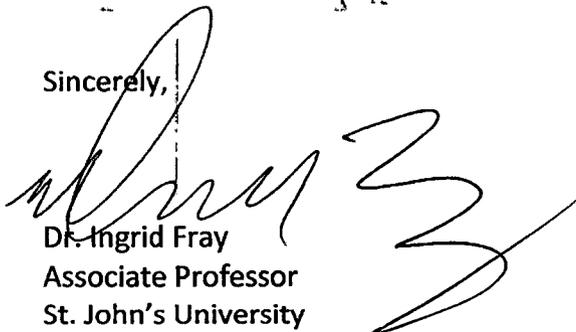
I was very reluctant on getting surgery, or rather scared. But I knew it was the only alternative to ending my pain. The moment I walked in the doors of Syosset Hospital, I felt like I was home. From the time I was greeted by the security guard with a mask outside the doors, to the front desk receptionist and the escort upstairs to the rooms, my anxiousness disappeared. I have never been in a hospital with such friendly professionals.

The hospital was beyond clean, the nurses, both RN's and NP's were courteous, explaining what to do and why. I was really impressed because my past experience at other hospitals have not gone so smoothly. You and your staff run an exceptionally great hospital with careful consideration and vetting of the team members you choose to represent Syosset.

Dr. Michael Livingston is a great doctor who I have researched as being intelligent and careful in all his procedures. He comes with a great reputation, both in and out of the hospital. I'm a qualitative researcher, so it's my job to research the who, what and where. Thank you for employing such a great Doctor.

Thank you again for your service to the community.

Sincerely,



Dr. Ingrid Fray  
Associate Professor  
St. John's University  
Peter J. Tobin College of Business  
Department of Management

Cc: Dr. Michael Livingston (Livingston Podiatry), Michael Dowling (CEO, Northwell Health)