

To all of the staff at Pottstown Oral & Maxillofacial Surgery Assoc -
On July 21st I left another oral surgeons office with an abscessed root canal needing a tooth pulled that he could not do. I called your office in EXTREME pain and begged for a same day appt in hopes someone could help me. Not only did you give me an almost immediate appt but the staff from beginning to end of the visit in every area were kind, patient, understanding and accomodating to the billing staff to Dr. Hignelli's assistant everyone was beyond helpful. Dr. Hignelli was not only empathetic but did everything he could to help, including removing the tooth under anesthesia. Dr. Hignelli focused on getting me out of pain and treated me with the utmost respect even in my "tearful" moments. Thank you to everyone there that turned a disaster of an experience earlier in the day to a kind,

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professional,
caring experience.
Thank you for caring
about people and helping
people even under awful
circumstances!
Thank u again!
Kim W