

From: gary blackstien <gblackstien@hotmail.com>

To: elana laham <mlandel2012@aol.com>; carddispute <carddispute@wafd.com>

Subject: RE:

Date: Thu, Oct 30, 2014 11:23 pm

Elana:

There was no "sponge" placed in the tooth. The piece of thread I placed around the side of the tooth was removed before trimming the filling material.

We have two options:

1) Call to make an appointment to come in to see what we can do to help you.

2) If you prefer, I will refund your payment.

Regarding the second option, I must say that I find the threatening tone of your message, baselessly assuming without even asking, that I would refuse a refund, to be offensive. I don't need to check to see if you have a website, because I have no objection to a refund if you are dissatisfied, and I resent the implication that I would behave otherwise without even having had the opportunity to show you otherwise. Did you ask for a refund and get a refusal? No. So why is there a dispute? The tone of your message might be appropriate if you had asked for a refund and been refused, but since you didn't, I resent the baseless assumption and unwarranted adversarial tone. Not every disagreement has to be resolved by a fight.

You let me know what you prefer: (1) or (2).

Dr. Gary Blackstien

To: gblackstien@hotmail.com

Subject:

From: mlandel2012@aol.com

CC: carddispute@wafd.com

Date: Thu, 30 Oct 2014 15:52:28 -0400

To Gary Blackstien:

When I woke up this morning, the pain in my tooth that you put a composite filling in seemed to be lessening. However, 24 hours later, the pain is still present and is not diminishing. I am having difficulty eating. Every time I bite down on the tooth you put the composite filling into, it hurts, whether I eat on both sides of my mouth or the side of my mouth opposite the hurting tooth and regardless of whether or not I eat soft or hard foods. I have never ever in my entire life had any pain whatsoever after a dentist put a filling or fillings into any of my teeth.

Did you leave a sponge in my tooth? Obviously you did something wrong during the dental surgery for the following reasons:

1) The pain is INSIDE of my tooth. I tried to tell you that during our telephone conversation but you IGNORED me. You insisted the pain was due to gum soreness or the filling being too high. My last dentist made a filling that was too high in my neighboring tooth. But there was no pain at all. There was only an uneven overall bite whenever I ate something. As far as gum soreness goes, the painkiller you gave me has completely worn off. But there is no discoloration, swelling, or irritation in or around the gum of the tooth you put the composite filling in.

2) You did not wait enough time for the anesthetic you gave me to start working. So when you started drilling into my tooth in order to patch up my filling I felt pain while sitting in your dentist chair. I complained to you that I was in pain. You just IGNORED me.

3) During the dental surgery, water went into my throat, blocking it, so I started choking unable to breathe. My body underwent an automatic reflex to protect itself by throwing up my hands towards my mouth to remove the cause of my inability to breathe. I also started coughing. You just IGNORED me. All you did was tell me to stop moving!!! So I started taking deep inhalations of air through my nose so that I would not pass out from lack of air.

4) You not only caused me to have to undergo temporary discomfort while putting the composite filling into my tooth while I was in your dentist chair, you have also caused me permanent pain after you put the composite filling into my tooth after I left your dental office.

I am very shocked that this has happened at all and very upset as I do not know what is happening to my tooth, and all you have done is given me nonsensical explanations as to why my tooth is in pain. I am now really worried about my tooth. I have already lost one tooth. I do not want to lose another tooth. I am now going to see another dentist to hopefully resolve this issue. I am no longer willing to see you. I have lost my trust and faith in you.

You rendered me a disservice – not a service – so you owe me a refund or charge back of 618.00 Shekels, equivalent to US\$168.85 (3.66 Shekels to the Dollar on 29/10/14 – the day of my appointment with you for the composite filling) to my husband's debit Visa card.

If you refuse to refund the money you charged me for rendering me short-term temporary discomfort and long-term permanent pain, my husband will file a credit dispute with the debit Visa card company. In addition, I will post the kind of experience I had as your patient on my anti-bullying website, which gets 30 hits a week, for the entire English speaking Internet world to read. If you do not believe that I have a website, just enter my name Elana Laham into either the Yahoo, Google, or Bing search engines and the web will take you to it.

Sincerely,

Elana and Michael Laham

