

**From:** gary blackstien <gblackstien@hotmail.com>

**To:** elana laham <mlandel2012@aol.com>

**Subject:** RE:

**Date:** Fri, Oct 31, 2014 7:22 am

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P.S. To contact us before this afternoon you have to call the office (065752560). My cellphone is not on all the time, and I only get on the computer to check email at the end of the day. The only reason I saw your email last night and not this evening is that yesterday afternoon until late at night I was at a conference at the university, and stopped in at the office on my way home to check for things.

If the tooth is not getting better, a strong possibility is that your problem was not the small hole in the tooth (the entire void I filled, even after drilling the shmutz out of the hole was only about 2mm x 2mm x 2mm, about twice the size of a grain of uncooked rice) but that you actually had cracked the tooth at the same time that you broke the filling. If this is the case, and it is checkable by having you bite down on a special stick, then it is small wonder that filling the void didn't solve the problem. If that is the case, there is a fragment of the tooth that hurts you every time you bite on it. The treatment options, and in light of the atmosphere you have graciously generated, I have no intention of performing, are dependent on the extent of the crack. First of all the fractured piece of the tooth needs to be detached from the gum and removed, and what comes after depends on the vertical extent of the fracture. If it is small, a small filling would help, but if the fracture is extensive and

goes high up the root, the tooth is a write-off, and the only appropriate treatment you can probably guess. I assume that you wouldn't want me to do it, but that's OK, because I would refer you elsewhere for it anyway. The fracture, by the way, in case you have any doubt, is not a result of putting a little filling in the tooth, but rather is the original problem with which you presented. In any case, since filling the tooth didn't help, yes you are entitled to a refund, but this situation certainly does not warrant the adversarial tone you have assumed. I am absolutely overwhelmed.

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To: [gblackstien@hotmail.com](mailto:gblackstien@hotmail.com)

Subject:

From: [mlandel2012@aol.com](mailto:mlandel2012@aol.com)

CC: [carddispute@wafd.com](mailto: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