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To Whom It May Concern:

We are Olim Hadasheem. We chose Clalit, in the city of Karmiel, in the country of Israel, to be our designated health care services group.

When we initially made contact with Clalit, they told us we had to make an appointment to see an English-speaking female doctor named YELENA CHEFETZ for an orientation. It was during the month of April in the year 2015 when we met her.

Yelena Chefetz proved to be the most DISGUSTING mean, stupid, selfish, lazy, arrogant, lying, flunky, so-called doctor that we have ever seen in our entire lives.

The following are the reasons why:

1) Yelena Chefetz was verbally abusive for no reason to me, the female patient whose name is Elana. I happen to have difficulties with my weight. I also happen to be almost 60 years of age. I am grossly overweight, which is putting my health at risk for life-threatening diseases. At the beginning of our interview, Yelena Chefetz asked me to stand against the wall to measure my height. But instead of just asking me to, she made a very nasty comment that I can either stand up or lie down for her to know how tall I am. Her meaning was that if I am lying down I am so damn fat that I will be the same height as if I was standing on my feet. So I told her, "You are making of fun of me for being fat? You are the one who is ugly. All you are is a butthole!"

2) Yelena Chefetz also lied to my spouse and I about medical things. While she was giving me a blood pressure test, I asked her what my blood pressure was. Instead of answering me, she told me to be quiet during the blood pressure test or it will not turn out right. But when my husband was talking during the same blood pressure test, she did not tell him to be quiet or the blood pressure test will not work. So my husband asked her, "Why is it okay for me to talk but not for my wife to talk during the blood pressure test?" This so-called doctor said nothing to that.

3) Yelena Chefetz showed us how useless she is as a so-called doctor. When I told her I am allergic to steroids, and explained to her that a doctor, eight years ago, gave me a topical steroid called Betamethasone to get rid of ringworm I had on my right breast, but after I used it I broke out in a red rash, she flat out said to me and these were her exact and precise words, "There is no such thing as being allergic to steroids". So I lifted up my top, showed her my naked right breast, which is covered with pink web-like markings, and said to her, "My body says that I am allergic to steroids".

4) Yelena Chefetz was unbelievably rude for nothing. My husband has bad knees, which we suspect is result of torn ligaments during an accident he had. So we asked her if we can get x-rays to see what is going on with them. Her reply was to tell us that x-rays only take images of bones. This was followed by her laughing at us. So I said to her, "You laugh for nonsensical reasons". She then told me that she did not think she was laughing for nonsensical reasons. So I asked her, "Then why are you laughing?" Her reply was to tell me, "I am just a happy person". So I told her, "You are full of nonsense". Another thing Yelena Chefetz did was to ask me to tell her about myself. When I asked her, "What do you need to know?" She said, "Just tell me whatever you want to." But when I proceeded to tell her about myself and was in the middle of telling her about the scoliosis in my spine, she abruptly interrupted me and told me to be quiet. To this my husband said, "Why do you ask us questions and then don't listen to the answers?" This so-called doctor said nothing to that. Thoroughly incensed by this spoiled, rotten, brat, who is so stupid she does not even know she is stupid, so-called health care provider, I said to her, "Where did you get your medical license from – the toilet?" and I told her, "You are crazy". My husband said to her, "Come on Elana, let's go find us a DOCTOR!" And we left her office, never ever to return.

We are satisfied that we verbally kicked her butt into the asteroid belt like she so deserves. But we are going to be in trouble with the American National Aeronautics and Space Administration (N.A.S.A.) for launching her space debris into outer space. Now what are you going to do about this piece of crap so-called healer? According to your own website, you state the following: "We are here for you – we are here to listen, hear you out, and fix". Well, good luck with that as you are going to need and want it where Yelena Chefetz is concerned. But please refrain from sending us any correspondence regarding this matter as we will NOT READ it and only DELETE it.

Sincerely Yours,

Elana Laham and Michael Laham