



Elana LaOra <elanalaora@gmail.com>

Re:EXCUSE THE BIG LETTERS BUT CUT/PASTE OUR PURPOSE OF MISSION STATEMENT FROM OUR OFFICE MANUAL

2 messages

philip kaplan <pkpln@yahoo.com>
Reply-To: philip kaplan <pkpln@yahoo.com>
To: Elana LaOra <elanalaora@gmail.com>

Wed, Sep 7, 2016 at 7:32 AM

OUR OFFICE'S EXPRESS PURPOSE IS TO HELP OUR PATIENTS . OUR PRIMARY CONCERN IS THE PATIENTS' WELFARE. FINANCIAL COMPENSATION IS SECONDARY. WE ESPOUSE TO TREAT PATIENT WITH THE STATE OF THE ART TECHNIQUES AND TECHNOLOGY ,HIGHEST ESTHETIC QUALITY POSSIBLE, WITH A GENTLE HAND, COMPASSION AND EXCELLENT STERILE CONDITIONS. WE RESPECT OUR PATIENTS' TIME AND ARE PUNCTUAL. ITS A PRIVILEGE TO SERVE OUR PATIENTS.

SEE INSERTED ANSWERS BELOW

From: Elana LaOra <elanalaora@gmail.com>
To: pkpln@yahoo.com
Sent: Tuesday, September 6, 2016 9:49 PM
Subject:

To Phillip Kaplan

WHAT HAPPENED TO YOUR OFFICE????!!!

About a year and a half ago I came to fix a filling in my mouth and Omri Nabriski did an excellent job of it and your staff was very nice and professional. So my husband and I decided if we made Aliyah you were going to be our dentist.

See attachments 10D 10F 11F 11G to this e-mail for details.

After we made Aliyah, I made an appointment on September 6, 2016 @ 1: 30 p.m. with your hygienist named Donna for a teeth cleaning and your receptionist Lana upon my request told me Donna will do a gum check as well.

We traveled all the way to your office in Tel Aviv from Karmiel paying 200 NIS round trip for traveling expenses just to be your patients.

First of all, Donna did a lousy job cleaning my teeth. The inside of my lower front teeth have stains in them. These stains are not from coffee or tea or cigarettes. These are NOT teeth stains that require whitening. They are normal wear and tear stains that have always come off after every routine cleaning I have ever had in my life. I will be happy to show you my teeth stained mouth if you do NOT believe me. DANA IS A TERRIFIC HYGIENIST. DON'T YOU AGREE? PRESENCE OF STAINS DOESN'T DISCOUNT THE QUALITY OF THE CARE.SHE WAS TOTALLY INVESTED IN TAKING CARE OF YOU DURING YOUR APPOINTMENT. SHE THOROUGHLY CLEANED THE TARTAR FROM THE TEETH.

Second of all, instead of Donna doing a gum check, she probed only six gum pockets in my upper mouth – three on my upper right quadrant and three on my upper left quadrant, then she stopped, and after that she told me she was done!!! In addition, your office staff told me they do not give me anything in writing showing the numerical results of the gum pockets. THE HYGIENIST ESSENTIALLY IS PROBING THE ENTIRE MOUTH WHEN SHE DOES THE CLEANING. IF THERE'S PATHOLOGY IE DEEP POCKET SHE'S THE FIRST TO DISCERN IT WHILE DOING THE CLEANING.IF SHE SELECTIVELY PROBED AREAS THEN THOSE WERE THE AREAS OF CONCERN. IN OUR OFFICE,HER RESPONSIBILITY IS TO IDENTIFY ACTIVE PERIODONTAL DISEASE THAT REQUIRES THE ATTENTION OF THE PERIODONTIST. IF SHE DID FIND THAT YOU ARE SUFFERING FROM PERIODONTAL DISEASE,THEN SHE WOULD HAVE SENT YOU TO THE PERIODONTIST WHO DOES AN EXAM THAT INCLUDES CHARTING OF ALL THE POCKETS.

Third of all, your office only gave me copies of two of the four bite-wings they took of my teeth. THERE WERE ONLY TWO FILMS TAKENED

See attachment 13 to this e-mail for details.

In addition your staff is very rude. Lana rudely laughed at me when I forgot to include the @ in the e-mail address I gave to your office for correspondence purposes. So I told her she laughs for nonsensical reasons. She had written my e-mail in capital letters. So I told her that there are no capital letters in e-mails and laughed back at her. I also told her it is rude and unprofessional to laugh at people, as no one is perfect. She denied that she laughed at me. So I told her she speaks nonsense. Ariella, your manager, was also rude to me for no reason. She mimicked me when I told my husband not to view my e-mail address. So I asked her why she repeated out loud to my husband and myself what I had said to my husband. She denied she did so. So I reiterated what she had echoed from my mouth and told her it was not nice and unprofessional. MY STAFF IS HAND PICKED. ARIELLA HAS BEEN WITH ME FOR MORE THAN 25 YEARS. WE HAVE TREATED OVER 10,000 PATIENTS IN MY 35 YEARS AS A DENTIST. OUR OFFICE IS SUCCESSFUL BECAUSE WE HOLD THE WELFARE OF THE PATIENT ABOVE ANYTHING. IS IT POSSIBLE THAT THERE WAS SOME SORT OF MISUNDERSTANDING? SURELY THERE WAS NO NEFARIOUS INTENT?

We are shockingly disappointed in the lack of service and lack of customer care your office rendered us today.

I paid for these services – a teeth cleaning, and gum checking, but I did not receive them and a copy of my bitewings but I only receive two of the four of them via e-mail. So your office owes us a refund in the amount of 275 NIS for no services rendered. If we do not get a refund, neither my husband nor I will continue to do any more business with your office. SINCERELY HOPE YOU FIND WHAT YOU ARE LOOKING FOR IN A DIFFERENT DENTAL OFFICE.

See attachment 12A to this e-mail for details.

Sincerely Yours,

Elana and Michael Laham

Elana LaOra <elanalaora@gmail.com>
To: philip kaplan <pkpln@yahoo.com>

Wed, Sep 7, 2016 at 9:50 AM

TO PHILLIP KAPLAN:

WOW!!!!!!!!!!!!

THERE ARE SUPPOSED TO BE FOUR X-RAYS FOR BITE-WINGS NOT TWO.

YOUR ARE A DENTIST?

I AM SURPRISED YOU DON'T KNOW THAT!

THERE WERE FOUR X-RAYS TAKEN. I AM NOT BLIND, DEAF, OR DUMB AND I WAS THERE.

IT DOES NOT MEAN A THING HOW MANY YEARS YOU HAVE BEEN IN PRACTISE

BEING THAT ALL YOU HAVE PRACTICED BEING IS A

MEAN, STUPID, SELFISH, LAZY ARROGANT, LYING, FLUNKY, TWO FACED, THIEVING JERK.

YOU ARE SUCCESSFUL?

WHAT A JOKE!

YOUR MISSION STATEMENT DOES NOT MEAN A THING AS YOU DO NOT HONOR IT.

WE WERE SUCH LOYAL PATIENTS WE TRAVELED ALL THE WAY TO TEL AVIV FROM KARMIEL

JUST TO PATRONISE YOU.

YOU ARE SO STUPID YOU DO NOT EVEN KNOW THAT YOU ARE STUPID.

YOU DO NOT EVEN KNOW THE CUSTOMER GIVES YOU A JOB.

HOW PATHETIC AND PITIFUL IS THAT?!

TRUTH - YOU ARE BARELY MAKING A LIVING AND HAVE TO ASK YOUR RICH PARENTS FOR MONEY.

SEE ECONOMICS 101.

YOU SAY YOU SERVED THOUSANDS OF PATIENTS?

THEY MUST HAVE ALL LEFT YOUR OFFICE AFTER A ONE TIME VISIT

BEING THAT ALL YOU CARE ABOUT IS DEFENDING YOUR STAFF.

NO WONDER WHY I GOT AN APPOINTMENT SO QUICKLY.

AND I HAVE NEVER SEEN ANY OTHER PATIENTS IN YOUR OFFICE.

NOR HAVE I EVER BEEN TO AN OFFICE THAT DOES NOT HAVE A DENTIST PRESENT.

AS FAR AS YOUR STAFF - DANA GOES...

PREVENTIVE DENTAL CARE IS ESSENTIAL. DON'T YOU AGREE?

SO CHECKING EACH GUM POCKET WITH A PROBE AND CHARTING IT

IS A MUST TO PREVENT GUM DISEASE.

AS FAR AS ARIELA AND LANA GOES...

OF COURSE THEY ARE RESPECTFUL TO YOU, YOU ARE THEIR BOSS.

BUT THEY ARE DISRESPECTFUL TO YOUR PATIENTS

BEING THAT YOU HAVE NO RESPECT FOR YOUR OWN PATIENTS.

YOU ARE SO DISGUSTING AND YOUR OFFICE IS SO BAD I CAN DO A BETTER JOB ON MY OWN MOUTH.

SO I KNOW I CAN FIND A BETTER DENTAL OFFICE ANYWHERE, ANYTIME.

IS OMRI NABRISKI STILL WORKING FOR YOU OR DID YOU FIRE HIM BECAUSE HE WAS TOO GOOD?

AFTER ALL YOU JUST THREW AWAY TWO EXCELLENT CUSTOMERS SINCE WE ARE TOO GOOD FOR YOU!

ENJOY THE 275 NIS/ \$USD 75.00 YOU STOLE OUT OF MY POCKET.

AS THAT IS ALL THE MONEY YOU WILL EVER GET FROM US.

WHEN YOU WOULD, SHOULD, COULD, GOTTEN SO MUCH MORE, PLUS REFERRALS.

HOW WOULD YOU LIKE ME TO TELL THE ENTIRE INTERNET WORLD WHAT A BUTT HOLE YOU ARE?

I WILL BE HAPPY TO SEND YOU AN URL AND HTML LINK SO YOU CAN READ ABOUT YOURSELF.

I HAVE SUCH A POPULAR WEB SITE IT HAS BEEN ON THE TOP OF THE FIRST PAGE OF YAHOO,
GOOGLE, AND BING FOR THE ENTIRE THREE YEARS OF ITS EXISTENCE.
BEING THAT YOU ARE SO BRAZEN FACED I AM SURE YOU WILL NOT MIND, RIGHT?
AND YOU CAN SHARE IT WITH YOUR STAFF.

ELANA AND MICHAEL LAHAM

[Quoted text hidden]