

Thursday, July 14, 2005

Dr. Robert Flowers
677 Ala Moana Boulevard Suite 1011
Honolulu, Hawaii 96813

Dear Dr. Flowers:

I wanted to take the opportunity to thank you and your staff for helping me turn a nightmare situation around.

As you know, I experienced complications from a recent facelift. The procedure was completed by a reknowned plastic surgeon in Southern California. Several weeks after the surgery, my doctor agreed that the surgery did not go as planned. I was experiencing a post operative complication known as "advanced lower eyelid retraction". I certainly did not expect such a complication, especially at the "tender age" of 40. Unfortunately, the surgeon did not conduct a canthopexy during the lower blepharoplasty procedure and my eyes were sagging like a basset hound.

Although I considered this surgeon extremely qualified, he stated that if he had my problem, he would be on the next plane to Honolulu for you to look at it. My doctor told me you were a "surgeon's surgeon" and one of the foremost eye cosmetic surgeons in the world. I took his advice and flew to Honolulu. I was impressed with your knowledge of the complication, your diagnosis, and your recommendations for repair. I was also impressed with your genuine concern and desire to turn this nightmare around, and your friendly, professional, and helpful staff.

Two weeks later, you operated on me. The fix required canthopexy, a mid face support, and a lateral brow lift.

It has now been approximately 8 weeks since the surgery and I am pleased with the results, Although I still have swelling due to excessive bleeding from the initial surgery, I am able to go out in public again without concern and embarrassment. Hopefully the balance of the swelling will dissipate within the next few weeks.

It is impossible to place in words my respect for you as a surgeon and human being. Seldom do I have the opportunity to meet a person with such God given talents, professional and personal.

Thank you for turning my nightmare situation around. Although nobody wants to go through the experience I faced, I will always remember you and your staff with the highest regard and respect. God Bless you.

Warm personal regards,