

Donna B.

May 31, 2016

Jack Dworkin, MD, MBA, FACC  
Vice President and Chief Medical Officer  
CentraState Medical Center  
901 West Main Street  
Freehold, NJ 07728

Dear Dr. Dworkin,

This letter is to tell you about my recent positive experiences with Alison DeWaters, DPM. On April 8, 2016, I was admitted by Dr. DeWaters to the CentraState Short Stay Unit for surgical reconstruction of my left ankle that included an arthroscopy, ligament repair and internal bracing. The procedure was done to treat chronic ankle pain with synovitis, a friable ligament and joint instability related to a fracture that occurred when I fell at home on August 27, 2015. By the end of November 2015, the fracture was healed, but I still had pain and couldn't walk without feeling like I would fall again. I was very concerned because I went through a surgical repair of the same ankle fifteen years ago.

The orthopedic surgeon who originally treated me referred me to Dr. DeWaters after I complained that I still wasn't walking properly and needed additional treatment. I was discouraged and still had pain. At our initial visit, Dr. DeWaters immediately ordered a prescription-strength NSAID and an MRI. The MRI identified two unhealed torn ligaments, including the one that was previously repaired. I was relieved to finally have my suspicions confirmed! Dr. DeWaters reviewed the MRI findings with me and explained the conservative treatment plan that we would follow. She applied a fiberglass cast and I went through six weeks of non-weight bearing on my left ankle. You may have seen me using a knee scooter to get from one side of the hospital to the other. It was difficult, but gave me the independence and mobility that I needed. After the cast was removed, I wore a splint, used a cane, and began physical therapy. The symptoms from one of the torn ligaments had resolved. However, by mid-March it was evident that the previously repaired ligament was not healed and surgery would be necessary.

As you know, I am a registered nurse, was a certified family nurse practitioner for fifteen years, and am currently the Magnet program coordinator and a nurse educator. I am also a doctoral student of medical humanities. I have the highest praise for Dr. DeWaters. She exemplifies how physicians should act with their patients. She involved me in my treatment plan from the very first visit. She listened to my concerns, often more than once. Her explanations and instructions were clear and concise. She assured me that my pain would be well managed. When changes were needed, we discussed whether I thought I could follow the revised plan. She always asked if I had questions. She gave me a cell phone number to use to call her if I had any questions when she was not in the office. I

believe she treats all of her patients like this, regardless of their education or previous healthcare experiences. When she informed me that I would need surgery, I felt confident that everything else had been done. She had gained my trust.

I am happy to report that my surgery went well and I am progressing steadily. I'm looking forward to returning to work in the near future. I know that patients are more likely to contact you with concerns and complaints, so I wanted to be sure to convey to you the excellent experience that I had with Dr. Alison DeWaters. She is an asset to the medical staff at CentraState Medical Center. Thank you.

Best Regards,

Donna B.

C: John Gribbin, FACHE, President and CEO, CentraState Healthcare System  
Michael Greller, MD, FAAOS, President and Managing Partner, AOSMI  
Alison DeWaters, DPM, FACFAS