

Doctors, staff were caring with father

Letter to the Editor - Apr. 7th, 2008

DAN REAMAN, Johnstown, Pa.

On behalf of my family and friends, I want to thank the physicians and staff at the Institute for Orthopaedic Surgery and the Orthopaedic Institute of Ohio for an excellent experience in regard to the knee replacement for my father, Robert C. Reaman.

My mother and father were extremely grateful for the skill and personal touch they both felt from Dr. James O'Neill. In addition, the nursing and support staff was caring, considerate, and sincere.

As if that was not enough to convince us that we were receiving a higher level of attention, I had the good fortune of speaking further with both O'Neill and Dr. James Bagenstose regarding their expected outcomes.

I am a native of Lima and have been a frequent visitor over the past 30 years or so. I can assure you that the Institute for Orthopaedic Surgery and the Orthopaedic Institute of Ohio (the professional physician organization) are incredible assets to the Lima region. After working in the health-care industry my entire life – as a hospital chief executive officer, as a physician administrator and currently as a manager with a large insurance carrier (Highmark Blue Cross Blue Shield of Western Pennsylvania) – the services they are providing from a cost and quality point of view are outstanding.