



Dear Dr. Martin and Staff,

I want to express my heartfelt gratitude to you and your entire team for the exceptional care and support I received on my journey to a renewed, active life with my new hip. The seamless process—from consultation to surgery and recovery—speaks volumes about the professionalism and dedication of everyone involved.

First and foremost, a special thank you to Jeanette, who has been my main point of contact since I first reached out for a consultation. Her professionalism, prompt responses, and thorough answers to all my questions made this process much easier. I would also like to extend my gratitude to all the supporting staff at the Joint Replacement Center of Scottsdale for their exceptional customer service and dedication to ensuring a smooth and positive experience.

To the staff at the imaging facility, thank you for your thoughtful approach and for taking the time to clearly explain the CT scan process.

At the Scottsdale Center for Robotic Surgery:

Natalyee deserves a special mention for her humor when we arrived. Her lighthearted comment about my “scheduled colonoscopy” brought much-needed laughter and helped ease my anxiety before the procedure.

America, who welcomed and prepped me for surgery, was kind and attentive, ensuring I felt comfortable every step of the way.

Jane not only explained the surgical process with great attention to detail but also shared her own experience with knee surgery. Her trust in your expertise, Dr. Martin, was evident when she mentioned that she wouldn't have anyone else but you perform her procedure. Her care and support throughout the process reassured me greatly.

Robin, my anesthesiologist, made the epidural process feel effortless with her clear explanation and calming presence. I barely noticed anything after my third deep breath! Morgan, the nurse who was helping in the operating room, was equally supportive and attentive, ensuring everything ran smoothly.

After surgery, Deon—who shared his incredible 35 years of service to his country—helped me regain confidence as he guided me through my first steps. His encouragement and unwavering belief in my abilities meant the world to me... P.S., I did remember you :) Thank you, Deon!

Finally, Dr. Robert Mahoney, PT, DPT, my physiotherapist from Fit Family Physical Therapy, has been instrumental in educating me about my capabilities and outlining the exercises and gradual timeline required for recovery. His guidance has set me on the right path to healing.

Of course, none of this remarkable improvement would have been possible without you, Dr. Martin. A heartfelt thank you to you and your medical intern, Riley. Your expertise, precision, and unwavering commitment to your patients' well-being are evident in every interaction. From the first consultation to post-operative care, you have demonstrated exceptional dedication to my recovery and long-term health. The care and attention you provide go far beyond the operating room, and it's clear how deeply invested you are in ensuring your patients' progress and success. Together, you have truly given me the gift of a renewed, active life, and for that, I am profoundly grateful.

This entire experience has been nothing short of extraordinary. Every single person I encountered was thoughtful, caring, and incredibly knowledgeable. I feel truly fortunate to have been in such capable hands.

With gratitude,
Frazer