



Dear Richmond Aesthetic Surgery,

I want to thank you all for such a great experience. I'm not the most vocal person about how I feel especially in the moment so I thought what better than to write a letter. I will never forget the day I came into the office for my consultation and Sara said "you made a good decision, trust me; you're in the right place." I could tell she really meant it, and she was right. Everyone was so welcoming and transparent with their thoughts and even shared personal experiences. I really felt like all the "ladies" had my back, like good friends that wouldn't steer me wrong. Every person in the office showed so much enthusiasm about my upcoming surgery and anticipated results as if I was the first to ever have it done!

Dr. Zimmel, I knew from the first visit that you were the right surgeon for me. Little did I know that it was a package deal. I also got to have an AMAZING PA (Megan) who would be right there throughout the whole process! She is truly irreplaceable. As a nurse and aspiring NP I couldn't help but realize how the small things that aren't so "medical" at all can have on the patient's care (Dr. Zimmel, your calming, yet genuine bedside manner; and Megan's unmatched down-to-earth personality). I left your office saying "I want to be a part of a practice like this one day; I want to be like Megan!" Because of my experience I now understand what it's like to be a patient and to feel vulnerable. I have learned that we as healthcare providers can impact lives in such sensitive ways and create experiences that patients never forget. That is how I feel about all of you.

I never expected everything to be perfect, but I was also never worried. I am overjoyed with where I am today in my recovery and I couldn't have imagined a better outcome!

Thanks for uplifting and inspiring me as an individual and I hope you know how great you all are!

Sincerely,
Jessica C.

