

July 17, 2019

Gloria Choudury
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Waltham, Ma
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781-899-1498

John Looney
Newton Wellesley Hospital
2014 Washington St
Newton, MA
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Dear Mr. John Looney,

Enclosed you will find a letter I wrote expressing my appreciation of the exemplary care given to me by Dr Paranjape and his staff for my gall bladder and hiatal hernia surgeries and his follow up care.

Sincerely yours,

A handwritten signature in cursive script that reads "Gloria Choudury". The signature is written in dark ink and has a long, sweeping tail that extends to the right.

Gloria Choudury

My care under Dr Paranjape has been exemplary

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My care under Dr Paranjape has been exemplary. I came to him quite exhausted from a painful chronic gall bladder condition; about a year of gall bladder pain (which I was tolerating, or so I thought). And to my surprise, he also pointed out I had a fairly severe hiatal hernia; the cause of my severe acid reflux for years. I had been treated for acid reflux with medication for decades, but it was still chronic. My life had become limited and my activities were determined by my condition each day.

His reception staff was extremely warm and welcoming; patiently making certain I understood everything thoroughly. But, more than that, there was always a delightful underlying message, "We are glad you are here. Know, without doubt, that you are in excellent hands with Dr Paranjape." In my 66 years, I had never encountered such office rapport and genuine respect.

My initial appointment began with his surgical assistant, Tomi, who is an effortless, confident blend of surgical expertness and warmth. Here again, I knew I was in good hands.

And then in came Dr. Paranjape; unassuming, confident, pragmatic and warm. He shook my hand. (Maybe I had seen too much tv, but I didn't think surgeons shook hands.) He wanted to know why I had stayed in pain for so long. (Meaning over a year of severe pain and gall bladder attacks). Then he proceeded to patiently explain the condition and risks of my gall bladder. He was sorry to disappoint me, but said it needed to come out, it was *full* of gall stones. I got it. It was time, long past time.

But then he asked about my acid reflux. I hadn't come in for my acid reflex, I had come in for my gallbladder pain. I told him I was tolerating it. He warmly questioned why I was tolerating it. I told him I had been on a popular acid reflux medication for a very long time, and that I had drastically changed my eating habits. And, I had to be careful what and when I ate, but I was, um, tolerating it...

He said that the popular drug I was relying on was meant for short term use, not years. Then he literally drew me a picture of my stomach and the hiatal hernia I was "tolerating". I was shocked. Dr Paranjape showed me how my stomach was shaped like an hourglass; half of which had pushed through my diaphragm. Everything about in my esophagus and stomach was distorted. I had had several doctors tell me I had a hiatal hernia, they said it was common, but I never understood the severity of my condition. I got it. His drawing was the clincher. Suddenly correcting my hiatal hernia and being free of acid reflux sounded like a very good idea. (I had been told by another doctor that I would just have to live with acid reflux the rest of my life.)

Dr Paranjape carefully explained my options; full or partial fundoplication. He didn't push for either. He suggested I read the pamphlets he gave me, discuss it with my family, and do a lot of on-line research before making my decision. I did and chose the partial fundoplication.

Since I wasn't in emergency status at the time, we decided to schedule both surgeries, done laparoscopically, at the same time in about a month. But, as it sometimes happens, life had other plans. A few weeks later my call to his nurse asking how much pain is "acceptable" prompted his

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immediate response, “None. Have her get herself to the emergency room right now.” Soon after he performed an emergency laparoscopic surgery on my gall bladder, I found myself surrounded by the smiling faces of his group of resident doctors and him greeting me. (Even in my waking stupor, I remember wondering to myself if these young doctors were aware of the rare doctor that was their mentor. Later as they would check in on me individually, I would ask them, and they assured me they realized the honor.)

Following my recovery from my gall bladder surgery he performed the partial fundoplication of my hiatal hernia. All went remarkable smoothly. He had assured me it would. And he was confident I would really enjoy the results. It’s been well over a year now and I am totally off the acid reflux meds. Life has returned to normal. I had forgotten what that was like. I can eat normally again. And I can travel again without fear of being in severe pain!

But it didn’t end there. His office continues to follow up on my health. I am currently working with the inspiring dietician on his staff as part of the protocol. She is keeping me on track to find a dietary plan to maintain a healthy weight and life balance. Dr Paranjape’s skill and scope of care is simply unprecedented. A model for all.

Gloria Choudury

67 years old

Waltham, MA