

January 29, 20[REDACTED]

[REDACTED]
[REDACTED]
333 Guadalupe, Tower 3, Suite 800
Austin, TX 78701-3942

To Whom It May Concern,

I, Peggy [REDACTED], highly recommend Dr. Sue Chhay, DDS, to be appointed to serve as an expert witness for the [REDACTED]. She is a dentist of good character and impeccable chair side manners who has been my personal dentist for over 13 years.

For many years, I was afraid to go to a dentist. To make matters worse, in 2001, while I sat in his chair for treatment, a dentist told me that he could not be my dentist because of my excessive flinching even though he was not touching me. What he said was true. In anticipation of the pain, the sound of the dental instrument made me flinch. However, his chair side manner left me more afraid and insecure around dentists.

After searching several years for a dentist I could trust, I found Dr. Sue Chhay, DDS in 2003. I choose Dr. Chhay primarily because she was a female. At the time, my oral hygiene was in pretty bad shape including gum disease, cold and hot sensitivity, fillings that needed to be replaced, and gaps in my lower teeth caused when spaces left by pre-orthodontic extractions opened up again.

During my first visit, I knew Dr. Chhay was the dentist I desperately needed. She was approachable, easy to talk to, a great listener, and she made me feel at ease. She got to know me as a person, learned my name, and genuinely showed that she cared about me and my oral hygiene. I felt comfortable telling her about my fear of pain and my sensitivity to cold and hot.

The first thing she did was treat my gum disease. She took the time to explain how important healthy gums were to my overall health and assured me that treatment such as a deep pocket cleaning followed by post care visits and proper home care could reverse the disease and prevent it from getting worse. We started with a much needed deep cleaning. Over the years, she has rendered treatments such as esthetic fillings and periodic cleaning which not only corrected my gum disease but also eliminated the sensitivity. Now, when she cleans my teeth, I hardly feel any pain at all. This is almost a 100% improvement from when I first came to her.

The treatment that I feared most was a root canal. I remember the first one she administered for me. To be honest, I can't tell you much about it because I didn't feel a thing. When she placed the crown after the root canal, she went to extra efforts at her own expense to make sure the color of the crown matched my teeth and she took the time to make sure my bite was properly aligned. I feel that she treats my teeth as she would her own.

She has also rendered adult orthodontic work for me. One day during a public speaking class, I was filmed speaking on TV and I noticed how unattractive the gaps in my lower teeth were. When I expressed concern about the gaps to Dr. Chhay, she gave me options to correct the

problem which involved wearing braces for a short period, then applying a fixed bridge or dental implants. She explained the pros and cons between dental implants and a fixed bridge to help me make my decision. I chose the fixed bridge. I love the results and the other day, a stranger told me I had a pretty smile. No more gaps.

Finally, Dr. Chhay always addresses me by name and spends time talking to me as a person when I go to my dental appointments. I have never felt like just a number with her and money is never a first priority in treatment planning. She is not in my insurance network, however, because of her professionalism, her excellent and friendly chair side manner, and the thoughtful and excellent way she has treated me over the years, I have never considered looking for another dentist in over 13 years. In fact, if I moved out of the area, I would drive the extra distance to be treated by Dr. Chhay. She is just that good. She will be a great asset for the [REDACTED] and I approvingly, positively, and highly recommend her for your [REDACTED]

Sincerely,

Ms Peggy [REDACTED]
[REDACTED]

Grand Prairie, TX
[REDACTED]

Christa [REDACTED]

Grand Prairie, TX [REDACTED]

[REDACTED]
[REDACTED]
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To Dr. [REDACTED]

I am writing this letter of reference on behalf of Dr. Sue Chhay. Our family of four have been patients of her dental practice since moving to the Dallas Metroplex in 2002. From the day of our first meeting, Dr. Chhay has never ceased to amaze and impress us with her exceptional professionalism and professional expertise. She takes great pride in recalling any patient's unique needs and case, always ensuring to take a holistic approach to the patient versus just the oral region. Early on, Dr. Chhay recommended braces for both boys, providing manageable payment plans and always working their follow-up appointments outside of their school schedule. This is just another way to demonstrate her priorities for the patient needs first. As a parent, educator, and lifelong learner she placed high priorities that our boys wouldn't have to even miss a single class to have their routine checkups or braces adjustments. Most dental or health practitioners schedule patients based on their office flow, while Dr. Chhay would forego such convenience for the benefits of children in her care. When this is a consistent pattern, one cannot help from noticing to which great lengths she is willing to go for her patients.

When my gum disease caused almost all of my teeth to become loose I feared that I may face dentures while in my 40's. Upon discussing my options from dentures to implants, she asked for some time to study my case and see if there is another option, less intrusive, yet with a high success rate. When Dr. Chhay suggested braces for me at 48 years old I was a bit skeptical if that could work but she explained the process and intended outcomes in great detail to me. While I couldn't quite follow all of the scientific explanations, my confidence in and experience with her expertise reassured my decision to trust her recommended treatment plan. After getting over the initial discomfort and looks of these foreign objects in my mouth I just continued to trust her judgement to extend my treatment until she determined her desired outcomes were confirmed. My trust in her abilities was greatly rewarded. When the braces were removed, my bones had become stronger, my gums had improved and for the first time in many years, all my teeth were firmly seated in my mouth without the slightest wiggle. My joy over this result has not stopped. As an added benefit, my teeth for the first time in my life were straight, my smile looked perfect and my self-confidence got the greatest boost. She had provided colored tooth fillings, porcelain crowns, and other dental work. When I look at my photos or someone compliments me on my beautiful teeth I always give credit to Dr. Chhay.

Dr. Chhay is passionate about educating future dentists and instilling in them her level of perfection and desire to be the best they can be in their profession. I can only say the best about her exceptional skills that she continues to improve but that is only a part of what makes her great. She has chairside manners that make even the most painful procedure endurable. Having experienced other dentists who lack skills in that area makes you extremely appreciative when you recognize the difference. Her chairside manners include an incredible level of respect for patient's lack of the science behind her profession. She ensures that each treatment is fully understood before it is started. She invites questions before as well as

during any procedure, giving the patient the feeling of being in control and being involved in the decision making. I know of many patients who will travel great distances to see her and I understand why, and quite frankly, I would too.

In conclusion, Dr. Chhay has my greatest respect and gratitude for the work (and wonders) she performed on myself and our family. Regardless of talented she is and how much knowledge she acquired, she continues her learning with a vengeance, not for fame or fortune, but to provide even better treatment options for her growing patient list. Please accept my letter of reference and recommendation on behalf of Dr. Chhay. If you have any follow-up questions please don't hesitate to follow up with me. I provided my cell phone number and email for your convenience.

Respectfully,

Christa [REDACTED]