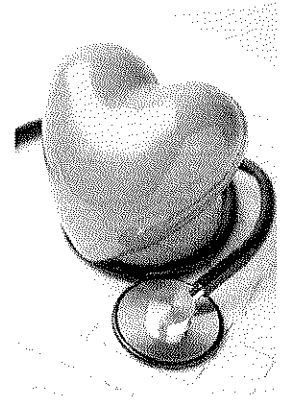


June 6, 2014

Dr. Mark A. Lang  
Personalized Primary Care  
303 E. Royalton Road, Ste. 204  
Broadview Hts., Ohio 44147



Dear Dr. Lang,

I wanted to write a thank you. I've been writing it in my head, trying to find a way to do it right and be able to convey to you just how much you have meant to our family.

Over the years, there have been countless physicians... some good, some bad, and a very special few – extraordinary. Many answer the calling and go on to be excellent; but only that special few are extraordinary. YOU are among the extraordinary! Why do I keep reiterating extraordinary? Because, it is the only word I can think of to describe you, and our experiences with you from the very beginning.

The compassion and understanding that you showed during my recent bout of illnesses over the past several months meant so much to my husband, my children and me! You truly are a **family** physician. You look at the “whole picture”... not only how my illnesses have affected me, but also how they affected my family. Your concern, understanding and compassion in **genuine!**

Guaranteeing same day visits when we're sick; being able to see you at every visit; 24-hour access to you via your cell phone number (which we have used OFTEN!); and, being able to meet you after office hours for urgent issues is priceless! Your wisdom, dedication and sincere concern for your patients are not a common practice in the medical profession.

A very heartfelt thanks to you from my family and me! May God always bless you!

Respectfully,

A handwritten signature in cursive script that reads "Cheryl Travagliante".

Cheryl Travagliante & Family – Dave, Anthony, Joe, Nick & Gina  
6317 Ranchview Drive  
Independence, Ohio 44131

