While I cannot be certain (and it has nothing to do with this ‘Review’) it seems like COVID and this recent bout of social isolation has traumatized much of our society in ways that we have yet to fully appreciate, process or even acknowledge. I would argue that this Pandemic has added to a growing fervor within people to lash out at anything/anyone that we don’t agree with or want to accept, displacing many of our recently accumulated frustrations in the process. Lately, there is such a heightened sensitivity toward any perceived injustice or shortcoming – it’s all around us. Naturally, the easiest targets to focus our ire on are the meekest of our colleagues, our timid introverted friends, or in the work environment, small businesses that for a multitude of reasons receive a disproportionately large percentage of negative online review. Perhaps, the lashing out and propensity to lodge another negative online review is merely an extension of the Cancel Culture epidemic that’s sweeping our Country. And who better to target than the smallest of targets?

Whatever it is, I personally find it both alarming and repulsive that all too often, our friends/customers/patients/colleagues/classmates now feel that it’s entirely appropriate and socially normal that the PRIMARY avenue used when communicating anything negative is to voice those concerns within online forums, Facebook, Yelp, Google Reviews and all the likes. Didn’t Fact Checking just become a major issue? Hey Google, where is your Fact Checker software? It’s obviously missing.

I’m struck by the reviews listed here from actual real patients (as well as those fake accounts that claim to be patients and are not) who opted for such an approach first, before ever voicing a concern to me first, personally… phone, email, in person, snail mail? I have a contact form on our website, and my personal email address is provided to every patient. I not only welcome feedback, I ask for it and encourage it. The only way we can improve is to know of a deficiency and get that person’s accounting of his/her/their experience.

Unfortunately, all anyone reads are the UNILATERAL statements and opinions from someone that includes their impressions of our practice/myself/my staff and quite frankly they are oftentimes egregiously Misguided, Factually Incorrect, Biased and so forth. However, within each message I strive to see the ‘patient’ side of their experience and I try to empathize how a bill, or an opinion, a miscommunication, or a treatment recommendation was perceived by them and in that granular level of analysis, I can see where there were indeed legitimate issues that they are upset with. Sometimes it’s directed at circumstances within our control, and other times, not. I’d like to remind everyone that we’re all humanly imperfect, myself, yourself and my office included. I could go through each and every one of these negative reviews and offer an apology, an explanation, the missing context, the update … publicly. But I’m reluctant to place everyone’s mis-steps on display for the world to see. I know for a fact that we try, and that we care about each and every one of our patients, contrary to any of the statements and of all the practices that are in it for the money, those who know us best know that this cannot be further from the truth.

However, with this latest review I’ve decided to finally take a public stance on the subject and offer readers of these reviews a glimpse into what the other side of the coin holds. Thus far, I have spoken to Review posters personally, because I felt that this somehow was representative of the ‘High Road’ sort of speak. It’s also a matter of treating others how I would like to be treated. But apparently my desire to approach it like that merely encourages others to follow suit and assume that nobody will ever get to see the other side of their coin… publicly. I literally have screenshots of one of these posters going to Facebook and trolling for anyone who was willing to say anything negative about our practice, in response to a private message I sent to her calling out the many inaccuracies and mis-representations that I am about to do. Really? Do parents really wonder where children learn bullying from? I almost felt like I was back in middle school sitting at the lunch table when I saw those screenshots.

***“Not a good ortho”*** Colin, I initially treated you for another injury 1 ½ years prior, which you yourself confirmed that you healed remarkably well from. In fact, both you and your mother stated that you came back to me with these recent injuries because “you took such good care of me the first time.”

You had already sought care elsewhere when you returned to me for a second opinion on the first week of February. It was painfully obvious just how unaware you were of the situation, given that you walked into the office without even so much as a set of crutches and we could see that that you had been misinformed and did not understand the full extent of your injuries. I proceeded to explain these to you in no uncertain terms. The lesser injury that the first surgeon already saw you for was the least of your worries. Foreshadowing. They either missed the other injury or failed to recognize its severity. I not only informed you of this while looking at your inadequate and limited imaging studies, but you yourself agreed that little had been said regarding the injury at the forefront of out discussion that day. I insisted that you get an advanced radiographic imaging study which we gave you a Rx for. I implored you to get that done STAT, the minute you left the office and I had my office staff begin calling on your behalf to try and secure the earliest possible time for you before you had even walked out the door.

***“Sold me at 600$ pos brace that I wore one time because he and his assistants insisted I need this device Or I would not get better”*** Yes! We absolutely secured you into a custom fit brace to your hip that your father (not you) was charged a heavily discounted $525 (not the $600 that you claim) because you did not have insurance and I wanted to cut him/you a break given just how in over your head you were. That “***Price Gouging”*** reflected a mere 10% markup over our cost – modest and simply to cover the time needed for fitting you securely into it AND setting up the protective range of motion parameters. I suppose you could also factor in the convenience of not needing to order it from Amazon and then figure out how to expertly get yourself into it 2 days later when it arrived, knowing what your safe arcs of motion were and everything, but let’s not even go there.

You were advised to wear that brace in the position that we set it to, continually, in order to avoid risking DISLOCATING YOUR HIP, further displacing the fracture or gouging your joint cartilage with the loose fragment that was still trapped inside your joint. We told you to start using crutches and not to place any weight on that leg – contrary to how you walked into your visit without any crutches, having already come from your first opinion surgeon. Are you recalling any of this yet?

Let’s not forget that I also placed you on a medication that you should have already been on before stepping foot in my office, to protect you from having a DVT blood clot which could potentially lead to a PE and kill you. Everything we recommended and did that day was to protect you. It was your unilateral decision to stop wearing it after apparently one day and to go about managing your injuries in your own manner.

I recommended that we schedule you for surgery immediately for the first injury, while awaiting results of the other imaging study that I sent you for and explained to you and your family, was necessary to determine if a larger surgery would be needed on that injury, and to determine what surgery that would be. We even HAD scheduled you. I had the room reserved. The implants were coming in.

And then the very next day, our office was contacted by you and your father stating that you had decided to go back to the first surgeon because he agreed to waive his ‘surgical fee’ as long as you agreed to undergo the procedure at a surgery center he co-owns. That was to say NOTHING of what needed to be done for your bigger injury. Truth. That particular surgeon acknowledged to you and I both, the complexity of your bigger injury, gratitude that I picked up on it and recognized that it needed surgery and informed you that he couldn’t offer you the procedure that you required. I called you that afternoon to find out what was going on, why you chose that route, and to stress the urgency that you address the bigger injury while recommending and offering to do both procedures for you. You cited financial constraints and declined my recommendation and invitation to operate on and fix both of your injuries both at steeply discounted rates and thanked me for my time and advice.

That was that. Your operating surgeon then referred you to a friend of his and one of our colleagues in West Palm Beach who is also fellowship trained in acetabular trauma and reconstruction, like myself. He told me himself.

For reasons that are not clear and were never explained to me I found out later that you did not see that particular surgeon in WPB until the middle of March. 6 weeks later!? Unsurprisingly, he then not only referred you for an updated imaging study like the one I had ordered, but he also suggested that you either return back to me or see another surgeon down in Deerfield and concluded that at 6 weeks out from the injury, there was nothing that he was prepared to offer you surgically.

Prior to meeting with the surgeon in West Palm, you later shared with me that you met with a surgeon over at PBOI on your own accord and that surgeon recommended a minor arthroscopic procedure. You asked me if I agreed with that and whether I would be willing to do it. I expressed my concerns to you and offered a thorough explanation as to why I would neither agree nor offer you that procedure at that time. That was my prerogative and personal right and it was based on my medical knowledge and training.

Just for a hypothetical example, sometimes when a surgeon regards a patient as someone who is not a suitable operative candidate, it doesn’t mean that he/she doesn’t need a(ny) surgery – it simply means that the surgeon has taken all the available information into account and made a professional decision that is not guided by monetary goals but rather medical assessments in their area(s) of expertise, perhaps including an prediction regarding a patient’s postop compliance likelihood and maybe even their moral compass.

I never heard anything further from you until your mother emailed both myself and the office. As a courtesy to her request, I acquiesced and agreed to schedule you for a visit on April 1 at 10am, hearing that you still had not undergone treatment and out of concern that you were causing yourself permanent, irreversible damage. You called that morning at 9:38am, 22 minutes prior to your scheduled visit to say that you would not be able to make it with not even so much as an apology. Our office that you speak so poorly about then sat empty for your visit time, courtesy of your No-show.

Repeated requests to see you continued to arrive, and taking into account the fact that we’ve known each other for several years and I genuinely wanted to both know how you were doing and to help you in any way that I still could, I scheduled you again three weeks later… reluctantly.

That day, I spent an hour going over multiple CT scans and XRs with you, that in your own admission, the surgeon who I presume did the recent procedure for you “never showed me, he just talked about them” and it was the first time anyone had even taken the time to look over the most recent images with you. Your words. Not mine. Apparently unbeknownst to you, I never charged you (or your father) a penny for reviewing each of those studies with you, that had been ordered by all the other surgeons and in fact, I only charged you for a 30 minute visit at a discounted rate. No good deed.

Still think that we’re ***Price gouging?*** I’ll say the same thing that I said to you at that visit, our last meeting and interaction that took place over a month ago.

I’m truly disappointed in you Colin. You’ve made a series of poor decisions and you ignored my sound advice. I said it to your face. Twice. You acknowledged “I messed up. I’m sorry. I probably wouldn’t be in this mess if I had just listened to you. I just hope it’s not too late. Can you still help me?”

You know very well that the context I made the ‘desk job’ comment in and it was my supreme level of skepticism that the highly selective, extremely regulated and respective ‘employer’ that you have had your sights set on, would ever consider taking on an ‘employee’ such as yourself who was STILL contemplating the possibility of foregoing surgery (actions speak louder than words, it was now already 11 weeks from your injury and the original moment that I first told you what you needed to do. 11 weeks!). I also explained why I would not be operating on you, and offered my recommendation on where to seek treatment and from whom.

I’m glad to hear that you “***feel amazing.***” Hell, I’m even glad to see that you rate them “***10/10 (and) Would recommend the orthopedic surgeons at that office any day over*** (me).” That tells me that you’re happy with your decision and the outcome thus far.

But please don’t accuse me of being “a scam artist (who) didn’t want to help my situation whatsoever honestly put me down and said better get used to a “desk job” because that crap couldn’t be further from the truth. You know it. I know it.

But the problem though Colin, is that other patients and people who read these reviews DON’T know it, and they may be actually be tempted to believe your nonsense.

Best of luck, in all of your endeavors. And I hope that Google memorializes this Response for all those out there that think that their Unilateral perspectives account for both sides of the proverbial coin.