

I have been a patient of Dr. Drucker's since 1987 when he began practicing in the Bala Cynwyd office. I have driven 1.5-2hrs each way to see him for 22 yrs due to his outstanding patient care. I have worked in the medical profession in the past and thus, can further appreciate the services and high quality end results he provides. When others complain about their dentist or their disappointment in their expensive crowns, I tell them that my front teeth and several back teeth are crowns. People do not believe that I have crowns as they are so authentic in appearance and function. I don't have the tell tale silver rim next to the gum line. My crowns are not oversized looking. They do not look unnatural as they are not disproportionately larger than my original teeth and the adjacent teeth. Their color matches perfectly to my original teeth. My front teeth crowns are the oldest from 1992 and look as good now as they did 17 yrs ago.

I have also had several root canals and fillings done over the years. While these are not procedures I look forward to certainly, they were as painless as possible.

Regardless of the procedure being done, Dr. Drucker keeps me informed as to the next steps so that I am not in the dental chair, unable to really speak, and wondering what is next or how much longer the procedure will take. I think he has done a good job keeping up with technology as a practical diagnostic and patient education tool while not overdoing it such that the application of technology is balanced and not overkill. The office offers amenities such as a current and tasteful periodical selection; chairs with an optional massage overlay; movies for longer procedures; etc. While I have not taken advantage of some of these amenities, others find them helpful and enjoyable. Again, this is another area where I think the right level of balance exists such that I don't feel as though I am paying for the optional amenities and that the dental work is secondary. It is clear that the dental work is the core competency and the amenities are simple, yet varied, and are not over the top.

I am a very exacting professional and experienced business person, and I expect my time to be respected and to receive high quality products and services. I want to make educated decisions and understand options and consequences as opposed to being told only one treatment plan. In 22 yrs, I have never been taken late or had to wait past my appointment time. I have found Dr. Drucker and Iris to be extremely flexible

in terms of offering several appointment options. Dr. Drucker always thoroughly reviews treatment options and answers my many detailed questions.

For a few years during the past 22 yrs, I lived overseas and was only able to come home twice a yr for a few short days. I made sure that during these short trips home, I saw Dr. Drucker so that as best as humanly possible, I could avoid dental issues overseas. I did go to a prestigious dentist overseas for a routine issue, and he was so impressed with Dr. Drucker's technique regarding my crowns. (For context, the overseas location was in a western society where optimal health care was available.)

Over the last 40 yrs, I have been in many physicians' offices, and it doesn't take long to determine if the atmosphere is professional, friendly, hostile, etc. Too often, the tension in physicians' offices is palpable, and the staff members are snapping at each other; complaining about patients; and/or the physician is condescending/yelling at the staff.

It is obvious that Dr. Drucker and Iris have a genuine mutual respect for each other. The office atmosphere is professional, friendly, caring and compassionate. The office is calm such that if I arrive early, I can easily get complex work done as there are no distractions.

If it were not for Dr. Drucker and Iris' outstanding care and exemplary services, I would not commute 1.5-2hrs each way for 22 yrs. To me, they personify professionalism and compassion which is the exception and not the norm in my experience. I have and will continue to recommend Dr. Drucker as he and Iris are a wonderful team.

*M.K., Mullica, NJ*