

To: jeevacation@gmail.com[jeevacation@gmail.com]; Jeffrey Epstein[jeevacation@gmail.com]
From: [REDACTED]
Sent: Wed 7/18/2012 3:46:38 AM
Subject: Dr Victor

I would like to bring to your attention a very unpleasant experience that I had at Dr Victor's practice today.

I had an appointment for my laser hair removal. I was taken into the consulting room by a lady I had never met before. Already on the way in I asked her if I could please use the restroom and was told that she would first take me to the room and speak to me, once she was done, I could use the restroom.

In the consulting room she informed me that I could choose one area that I would like to have lasered, as they have a new policy that they only do one area per month. ie I could have my underarms done today and would have to come back in 1 month to have my legs done. I respect that they have a new policy regarding their laser machine and understand that their policies need to be adhered to. However, the way that this information was conveyed to me was appalling. She was aggressive, abrasive, and defensive, at one point telling me that I can't just come in and expect to use the laser whenever I want to and not give other people a chance to use it.

In order to make my decision I told her that I had not yet had my legs in the sun this summer but would be going in the sun soon and asked how long after the treatment it would be safe to go in the sun. She responded that she could not answer such a question as they never recommend anyone to go in the sun. My question seemed a fairly normal question to ask a dermatologist, but she would not accommodate it.

She left and Susan/Suzanne came in to do the laser. I told Susan that I was quite shocked and would like to speak to Dr Victor before I went ahead with the laser. Susan left the room and the lady from before came back and said that I could not speak to Dr Victor and asked me to leave, as the room I was in was booked for the next patient. I replied that I was going to wait until I could speak to Dr Victor and she told me to wait in the waiting room. When I went into the waiting room the receptionist told me I could go back into the consulting room area and wait for Dr Victor.

Dr Victor confirmed that they could only treat one area with the laser at a time. We went into a consulting room to discuss the concerns I have about my acne since I have been off accutane (I had requested to speak to him regarding this when I made the appointment 1 week ago.) The lady returned and of course behaved in a somewhat better manner around him. She seemed to not remember so clearly the discussion we had had earlier about the sun. At this point I had had enough, I was annoyed and did not want to talk to Dr Victor about my skin concerns with someone who had behaved so unpleasantly present (I understand that he has to have a nurse with him during his consultations so felt it would be inappropriate for me to ask for privacy with him). As I mentioned, I was very annoyed, I said that I would be in contact with you and walked out of the room.

I have always held Dr Victor and his staff in very high regard. He has in the past had very professional, informative, kind and patient nurses/staff working with him. However, lately, with each visit there are new staff which get progressively more cold and unpleasant. The way the lady I dealt with today behaved would be shocking to experience in any area of life, and certainly the last thing you would expect to experience in a doctors room. I certainly hope I am the only person she has dealt with in this manner.