

I feel compelled to share my experience and thoughts with you in regards to my daughter's experience with your clinic. Back probably 1 year ago I saw our family doctor regarding *her* bedwetting issue. I asked for a paediatric urologist referral and my Doctor agreed and referred us to the children's hospital in Calgary, the waiting period was months. I decided to research enuresis on the web and found various resources in Calgary. I was drawn to The Children's clinic immediately. The information on your website was excellent and I particularly liked Dr Robson's profile. The website was very professionally done, yet user friendly and clear. I called immediately and got your answering machine. I was so impressed that Dr Robson himself was the voice on the greeting. Then when Brenda called me back she was so friendly and informative, it wasn't long before I knew this was where I was taking *her*. I copied all the information off the website and headed off to see my doctor and informed him that I had researched this clinic and would like to be referred there, he sent off the referral and we were seen in your clinic within a few weeks. I cannot say enough good things about your clinic and how impressed we were with our experience there. Dr Robson is in a league of his own when it comes to dealing with his patients. I really appreciated how he spoke directly to *her* and it was clear to me that he was there to help her and that he genuinely cared about her success in becoming dry at night. I experience him as a very knowledgeable and competent Doctor who will do what it takes to help his patients. I loved the calm, warm and welcoming atmosphere at the clinic and we never felt rushed or that we were "wasting" his time. You both made us feel very welcome and that our concerns are valid and important. I appreciated how we were clearly told what to expect and also how very thorough Dr Robson's assessments were. In today's world of rush, rush, rush, it is refreshing to have the experience we did at your clinic!

Thank you both for the wonderful experience we had at your clinic and keep up the good work! I have already referred a friend to your clinic, and I know she and her son are equally as impressed as we are. I will also be giving my family doctor this feedback and encourage him to use your clinic in the future for similar referrals.

Sincerely,

*PONOKA PARENT*