

WEST END  
ORTHOPAEDIC  
CLINIC

Patient Services  
9210 Arboretum Parkway, Suite 260  
Richmond, VA 23236

Dear Patient,

Thank you for choosing West End Orthopaedic Clinic for your recent orthopaedic specialty care. On behalf of our surgeons and other clinical and administrative staff, I hope your experiences with us exceeded your expectations.

Here at West End Orthopaedic Clinic, we are committed to solving any problems that may threaten the quality or convenience of your healthcare experience. To do this, we wish to obtain direct feedback regarding your recent visits as well as suggestions for how we might make any future visits more satisfying. To partner with us in this effort, please accept this special invitation:

*You are Cordially Invited to Attend*

**West End Orthopaedic Clinic's  
Patient Experience Forum**

When: TBA  
Where: TBA

*Breakfast will be served*

The Patient Experience Forum was created exclusively for West End Orthopaedic Clinic patients and will be facilitated by West End Orthopaedic Clinic employees. During the Forum, attendees will be engaged in a conversation about their experiences with and recommendations for the Clinic. The environment will be professional and respectful, yet informal. Approximately 8-15 patients will participate.

Whether you decide to participate in the Forum or not, your future access to treatment or services from West End Orthopaedic Clinic will not be affected. Thank you very much for your time, and have a wonderful day!

Sincerely,

Christopher B. Canaday  
Patient Service Manager  
West End Orthopaedic Clinic  
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