DR NOVIKOV
WELLNESS AND SKIN CARE

Case Study
Quality Care Despite Surgical Complications
" That was the most rapid response I ever had dealing with a doctor"

The Problem

David had a large cyst on his upper back that had been present for several years when he came to our office in May. Since March of the previous year, the cyst had grown by a centimeter in either direction, and was starting to cause a fair amount of discomfort, especially while sitting. Needing a solution for the cyst, he decided to schedule an appointment to have it removed within a couple of weeks.

The Solution

Despite its large size, the cyst was completely removed in the office, which impressed the patient. He noted that "You don't need to go to a big operating room...he does it all there himself. Plus, my costs were minimal as they work well with insurance companies."

However, even though extra precautions were taken to try and minimize the cavity that was created by removing the cyst, the patient still experienced a minor surgical complication. As soon as David noticed that something was wrong, he called the office. He was worried that he would not receive an answer until later in the week since it was Memorial Day. To his surprise, he heard back within an hour and was able to be seen the same day.

The Remarkable Results

With careful monitoring by our staff, the wound was able to heal within 2 months of the initial procedure despite the complication. The wound never became infected despite being at risk for infection due to sterile procedures during and after the surgical procedure. Overall, David was very happy with the results.

> **"I called the office and within an hour heard back. I was shocked. That was the most rapid response I ever had dealing with a doctor. He took time to explain things and eased my nerves. "**

How To Get Outstanding Skin Care

If you or one of your loved ones would like to receive the same kind of care, contact us

508-936-1657 (press 1 for scheduling) or

Schedule an appointment online: www.northborodoctor.com/book-an-appointment-today