

I would love my letter to be shared. I remember so clearly how scary it was but so worth it and id go through with it again in a heartbeat. It's a lot of trust patients have to give to horizons employees in which we only speak to the staff for a short period of time. So if I can help someone else change their life for the better ... I'm all for it.

I couldn't be happier and I thank Horizon once again.

Emily D.



## Quality Assurance: Patient Satisfaction Survey

### Horizon Laser Vision Center

**THANK YOU** for choosing Horizon Laser Vision Center as your refractive surgical center. We hope you are enjoying the results of your surgery. It was a pleasure to provide your care.

It is our mission at Horizon to continually improve the quality of care we deliver and we would appreciate your feedback on your experience at our center. We thank you for your time and your consideration in this process and we greatly look forward to your responses. This feedback can be done through the form below or you can contact our Clinic Director by phone at 306.664.3937 or by email at [Saskatoon@horizonlaser.com](mailto:Saskatoon@horizonlaser.com) with any comments or concerns.

NAME: Emily De Sousa

Score: 5 Excellent, 4 Very Good, 3 Good, 2 Average, 1 Poor

1. How would you rate your overall satisfaction? 5 4 3 2 1
2. How likely would you recommend the surgeon/centre to your friends or family?  
5 4 3 2 1
3. How would you compare your quality of living before and after the treatment?  
5 4 3 2 1
4. How would you rate the extent to which the treatment was explained to you and questions were answered? 5 4 3 2 1

COMMENTS:

The last one I rated a 4 because the  
morning of I was very nervous, I was nervous  
because of the unexpected, what the procedure  
is like and what the equipment looks like.  
Would have been nice to see the lasers or have  
recommended videos to watch. This being said the  
ladies in the room with me were very sweet, calmed  
me down and one offered me her hand. Unbelievable  
service here. Hands down the best! Even Hiedi +  
Lisa, the way they speak to you is so welcoming and  
they're always smiling. Thanks Hiedi for sharing your experience.

Thank you again for choosing Horizon Laser Vision Center

The comment box is not big enough to express how grateful I am that I went ahead with LasikExtra and that I chose Horizon. You have no idea how nervous and scared I was, obviously thinking what's the worst that could happen. I'm 24 I was thinking what if I go blind and never see what my future was like. Luckily the consultation answered my questions and actually got me excited again. I am glad I booked a consultation because I don't know if I would have proceeded otherwise. The surgery wasn't the most comfortable, a bit scary. I remember my heart racing. I did not feel any pain which was nice but just a weird experience. However, it is so quick! If I had to I would definitely do it all over and recommend it to others. It truly has changed my life. I can see better now than with glasses and it's only been a month since surgery. The first week reading far distance wasn't super clear yet (I'm talking about like 5 yards) I kept seeing my vision get better and they reassured me the first week is like that. I did see horrible starburst at night but now a month later I hardly see any. I have no dryness either which is amazing. Post surgery the drops every hour wasn't hard to do. Horizon makes sure you understand everything which is super nice and it's nice I don't have to worry about paying more when attending follow up appointments. I can not express how happy and proud I am of myself with doing the procedure and trusting Horizon would do a great job like they did. My life has changed for the better. No more eyes getting irritated by contacts or glasses sliding down my face as I work out. I can now see what my fiancé shows me at night while laying in bed whether it's on the laptop or paper. I don't have to worry about rushing to put my glasses on if I hear a noise in the night. No more getting glasses knocked off by the dogs ....

I haven't done this yet but swimming and seeing!  
I got lost at a beach when I was little because I  
couldn't see, now I can ☺. It was neat to get a new  
license in the mail taking the restriction off of it.  
One big thing on how my life improved too is if I'm  
at a friends and its late and we had a few drinks  
I can't sleep over because I usually always forget  
my contact case + solutions + glasses. There's so  
many little things it may seem to someone who  
always had good vision but a huge difference and  
change for me. I'm loving life even more, so  
so so happy! Thank you, thank you. I speak  
very highly of Horizon to everyone, people actually  
have asked for Horizon's phone # and doctor  
I went through. I'm thrilled to help change  
someone else's life like this experience has changed  
my. I will be forever grateful.

Thank you once again

Dr. Conlon

Hiedi

Lisa

and all the ladies in  
the room with me during  
procedures! I will never  
forget you ☺

Yours truly,

Emily De Sousa

Lasik extra

letter dated: March 19/15

procedure: Feb. 9th/15  
- at 23 years old

\*Oh and I can wear sunglasses no problem,  
list goes on as you can tell ☺