

Miranda Henry
Precision Physical Therapy
105 Depot Court
Peachtree City, Georgia 30269
2 October 2017



Dear Miranda,

My arm hurt.
Bad.

Of course, I blamed exercise.

My trainer agreed. *"Don't do this exercise. [yes! Fist pump.] Go to the chiropractor,"* she said. So I did.
And he fixed it.

And my arm still hurt.
So I went back.

"Not every pain is about bones," he said. *"Sometimes pain comes from muscles. Go to the massage therapist."* I was so excited! I obeyed immediately.

And my arm still hurt.
It seemed worse.

Then I saw you.

This is what I experienced: You told me what you suspected. You gave me two, easy-to-do-in-the-parking-lot exercises. And you set an expectation for when I'd begin to feel results.

This is what I liked: You showed me where my hands and shoulders are when I'm sitting. Then you followed through by email explaining exactly where my chin needed to be during the exercise. (I'd missed that part.)

This is my result: The next visit with the trainer I could do every exercise. [Shucks.] Now she asks me *"Did you flap?"* and the numbers on the screen hit a new personal best.

Even better, because you modeled the position that caused the problem I've identified other times when my posture is creating pain.

With gratitude for the comfort you provide, even though it means I have no excuses not to exercise,

A handwritten signature in green ink, appearing to read "Wendy L. Kinney".

Wendy L. Kinney