

Dr. Serbin,

We cannot believe it has been six years as well. For that matter, we cannot believe that it has been 15 years that you have been taking care of our boys. We may not have many luxuries at our house, we won't be impressing anyone with our 19" TV from 1992 for sure, but your service is our biggest and truest luxury of all. Even before you changed your practice, we have found you to always be available and caring. We have never felt rushed at any point in our years with you. It really is hard to describe what you have meant to our family. Your practice style is terrific, no doubt, but it is your genuine care of our children that comes through in every visit, whether sick or well. I hope you don't think this was meant to just boost your ego...but we think it is important for you to know how much we value all you do and that it is greatly appreciated in every way. After all, any physician who willingly comes to a house with 5 boys must be fantastic!

Sincerely,
Jennifer and Steve S.

When I lived in Sewickley, my daughter's pediatrician had a concierge practice. He eventually got rid of his office completely and made only house calls. He was amazing and the care he gave was better because of the time he could spend. In addition, he could go to my daughter's school and see her there if she wasn't feeling well. The 24/7 access to him by phone was great. Yes, you do pay for the service - an you hop that you don't have to use it. Dr. Scott Serbin has had many articles written about his practice. One of the bonuses that you never hear about are his great monthly newsletters summarizing the latest studies with the addition of his editorial comments.

Brad B. (facebook post)

Dr. Serbin,

Congratulations on your 6th anniversary! Your concierge-style practice concept has been an overwhelming success, and we are in total agreement with all the reasons that you converted to this style. Our son, Ryan has certainly benefited from your care and concern over the years. We are also amazed by the metrics that confirm the positive effects that your practice style has had upon children's health. Peggy and I are very pleased with the service you have provided to Ryan and just hope that he can stay in your practice throughout his undergraduate college years. I wonder how many other pediatricians have converted to the concierge style practice. I think it would be great if you could be interviewed by one of the national TV news networks to obtain broad exposure for this successful concept. I am sure that many people in this country would be very interested to learn how you are delivering better quality and cost effective healthcare.

Congratulations and best wishes,
Thanks for all your help.
Chris and Peggy K.

Dr. Serbin-

First, let me say how impressed I was (and always am) with your vocabulary choices. As a former English teacher, I was so excited to have our pediatrician use the word denouement! Did you ever consider going into writing or a profession within the realm of English!

Needless to say, your practice has immensely enhanced our lives! I cannot imagine dragging the kids to a doctor's office. I cannot imagine having to wait in a tiny room with four children. I cannot imagine putting a sick child in a care seat and having to drive them to a doctor's office!

Thanks for everything.

Noreen D.

Scott,

Just wanted to say thank you so much for your visit to the house on Saturday. It was helpful on many fronts. Know how much Kevin and I appreciate your approach in pediatric/teen care. The extra time and attention is so valuable - especially with teenagers. We appreciate your courage and efforts in taking a creative approach to the health care of our kids. Have a good week.

Maureen K.

Congratulations on the recognition on being such a hard working, accessible Doctor for the most precious ones in our lives. Words can't describe the importance of a highly skilled, loving, and caring Doctor (you) taking care of Calvin.

Susan B.

Hi Dr. Serbin,

I just wanted to chime in and say that we are so, so happy that we met you when Iona was born. I can't tell you how many times that I have told people how amazing you are and how happy we are with Pinnacle Pediatrics. It's amazing that we've been with you since the day Iona was born and she is now almost 8! It's been such a blessing for us to know that our kiddos are so well cared for by you.

Just wanted to say thanks!

Jennifer C.

Hi Dr. Serbin,

I always thoroughly enjoy reading your newsletter - not only are they very informative, but they're funny too. LOVE the questions at the end of this month's issue!

Mikaela D.

Hi Dr. Serbin,

It has been a tremendous pleasure working with you all these years. You have been wonderful with the kids and we won't hesitate to highly recommend you to other families. It is our sincerely wish for continued success with your thriving practice and much joy over the coming holidays with your family. Your dedication to medicine and expert care has meant more to our family than you will ever know. For that, we are eternally grateful.

Warm regard,

Judy, Rich, Michael and Maria E.

Scott - we treasure you & your approach to medical practice. You may feel you have a small, obscure practice with limited scope, but when "pinnacles" are also fulcrums, they help create conditions for a world of change! I choose to remain hopeful that visionary, helpful change is possible in this world & you're one of the reasons I keep believing.

all the best to you and your family,
Patty W.

Good Morning,

I am sad to report that Anna has voiced her opinion that it is time to see an adult internist. I believe it is her approaching 21st birthday, and I can understand her point! It is hard to find the words to thank you for all of your care over the past years. Anna's health has had it's difficult and sometimes very frustrating elements. You have always been kind, patient, supportive and, of course, medically correct as we moved through the years of her childhood and adolescence. We will always be grateful for your time and commitment to her health.

Thank you very much,
Wendy F.

Dear Dr. Serbin,

Thank you so much for your consideration and willingness to work with us through your practice. It means a lot to our family to have your support as a physician (and as a parent!). We really respect you and what you stand for. The care you impart to our children (and us) is priceless. We appreciate you more than you could know. Our experience as parents has been (since day 1 at AGH) and will forever be touched by you.

Kindest Regards,
Melissa F.

Dear Dr. Serbin,

Thank you for the last 18 years of excellent care you have given me, and while I don't quite hope to see you soon, I do hope to see you regularly.

Yours,
Katy

Hi Dr. Serbin and Mrs. Serbin,

Thank you so much for helping us to save Victoria's life. We are so lucky to have you as our neighbor. I can't imagine that night without Dr. Scott coming. I'm so scared. Again, thank you for the emergency help and the second day visit at the Children's Hospital. We needed it.

Love,
Yan M.

Dear Dr. Serbin,

Thank you so much for coming to our home and examining our son Xavier. We were in trouble from being from out of town and your visit made us so happy - you went above and beyond any care we have ever received from a pediatrician (even our own in Puerto Rico). We appreciate that you understood our financial situation and really helped us out there. You were extremely thorough and spent so much time answering my questions (on your own personal time). We couldn't be more impressed.

Thanks again for everything and we will highly recommend your practice to our friends & family in the area!

The R. Family

Dearest Scott,

I can't easily express to you (without tearing up) how wonderful you've been to Sophia since her birth. I attribute much of her interest in the medical field to you, by the way you have demonstrated an interest and love for what you do. Work somehow becomes just that, work. But it never seemed that way with you and I appreciate you always being just "a phone call away" to calm my nerves and to answer all of my questions.

Your kindness will never be forgotten and, of course, always appreciated. You will be missed at her party.

Kindest Regards,
J.