

“Angel Hands”:

Margaret’s Story of Trust and Transformation with Dr. Hetienne Macedo

When Margaret Rasa first walked into Park Family & Cosmetic Dentistry, she was in severe pain and filled with anxiety. Years of dental fear had kept her away from the chair, compounding her oral health issues and leading to infections that required complex restorative work. But that all changed the day she met **Dr. Hetienne Macedo**.

“I call her my angel hands,” Margaret says with a smile. “She’s the most extraordinary dentist I’ve ever met—gentle, compassionate, and truly gifted at what she does. I can honestly say I can’t wait to see her.”

A Painful Emergency Turns into a Lifelong Connection

Margaret, a seasonal resident who spends seven months a year in Naples, first found Park Family & Cosmetic Dentistry online when she was desperate for emergency dental care. She was experiencing extreme sensitivity in her upper teeth and couldn’t find relief. The team immediately accommodated her situation.

“The receptionist was so kind and understanding,” Margaret recalls. “From the moment I walked in, I felt taken care of. The office is beautiful, and everyone there has the most incredible bedside manner.”

During her first visit, Dr. Macedo ordered a **3D CT scan**, which revealed an infection on a previously treated root canal that had failed. The infection had spread, explaining Margaret’s severe discomfort.

“Dr. Macedo was so thorough in explaining everything,” Margaret says. “She told me what was happening in simple terms, showed me the scan, and gave me several treatment options based on my needs and my budget. No dentist had ever taken that kind of time with me before.”

A Gentle Touch and Advanced Skill

That first appointment lasted nearly five hours. Dr. Macedo treated the infection, performed an extraction, retreated another root canal, and placed a temporary bridge—all while ensuring Margaret remained completely comfortable. A dental implant was placed later to restore the missing tooth.

“I couldn’t believe it,” Margaret says. “I never even felt when she extracted the tooth or placed the bridge. She and her assistant checked on me constantly. They worked so smoothly together—it felt like being in the hands of miracle workers.”



Dr. Macedo’s precision and gentle technique come from years of advanced training. Originally from Brazil, she was a **licensed endodontist**—a dental specialist focused on root canal treatments and the management of dental infections. In the United States, she practices as a **general dentist**, but her expertise in endodontics allows her to handle even the most complex restorative cases with exceptional skill and confidence.

“Endodontic infections can be quite serious,” explains Dr. Macedo. “Bacteria can travel beyond the tooth’s root, leading to abscesses or bone loss. Treating them properly means eliminating the infection, preserving as much healthy structure as possible, and restoring function and comfort. My goal is always to relieve pain and rebuild confidence.”

Overcoming Dental Anxiety Through Compassion

For Margaret, this was the first time in her life that a dental experience felt comfortable and positive. She describes Dr. Macedo not only as a talented clinician but also as an extraordinary person.

“She doesn’t just talk to me about my teeth—she asks about my family, my life, how I’m feeling. She’s loving, caring, and so professional. I used to be terrified of dental visits, but with her, I’m completely relaxed.”

That sense of comfort extended throughout the entire Park Family & Cosmetic Dentistry team. Margaret especially praises **Victoria, her hygienist**, who performed a therapeutic cleaning after years of neglect caused by dental fear.

“Victoria was so gentle,” Margaret says. “I needed a deep cleaning, and she managed to do it without a bit of pain. I left feeling like I had a fresh start.”

State-of-the-Art Care with a Personal Touch

Park Family & Cosmetic Dentistry is known for combining modern technology with a family-centered approach. Their **state-of-the-art diagnostic equipment**, including digital radiography and cone-beam CT imaging, allows for highly accurate treatment planning and early detection of issues such as decay, infection, and bone loss.

But for Margaret, it’s the human connection that truly stands out.

“Technology is wonderful, but it’s the people who make the difference,” she says. “Dr. Macedo and her team are compassionate professionals who put patients first. They focus on your well-being, your comfort, and your confidence. That’s what sets Park Dental apart.”

Looking Ahead

Margaret’s dental journey is ongoing—she is currently in the process of completing full upper restorations under Dr. Macedo’s care. But what was once a source of fear has now become an experience she looks forward to.

“I tell everyone I meet about Park Dental,” she says. “If you’ve ever been afraid to go to the dentist, this is where you need to be. Dr. Macedo changed my outlook on dental care completely. She’s an exceptional dentist and an exceptional human being.”

For Dr. Macedo, stories like Margaret’s are why she practices dentistry. “Every patient deserves to feel safe and cared for,” she says. “Helping someone overcome their fear, restore their health, and smile again—that’s the most rewarding part of my job.”

About Dr. Hetienne Macedo

Originally from Brazil, Dr. Hetienne Macedo brings over 15 years of experience as a practice owner and an extensive background in endodontics, having personally performed more than 1,000 root canal treatments throughout her career. After relocating to the United States, she earned her Advanced Education in General Dentistry from the University of Rochester, where she received the prestigious Gerald N. Graser Award for clinical excellence. Fluent in English, Portuguese, and Spanish, Dr. Macedo is known for her precision, compassion, and ability to help patients feel at ease.



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