

To: the El Camino Hospital Board: I'm trying to make a good faith effort here and dearly wish to avoid litigation.

A Substandard Review

And typifies the sort of quality I've come to expect from this hospital. Along with the letter from your CEO telling me she's instructed her staff not to respond to my requests anymore and not to tell anyone she told me that. When, if ever, am I going to get a quality review of not only the doubling in price of my last lithotripsy (I had to pay cash for and in advance) but also an answer as to whether all those lithotripsies your Los Gatos facility has been doing on me for decades were even necessary at all.

You owe some people refunds. Geoffrey Mangers (408) 978- 8646 -- September 10, 2014



November 27, 2012

Geoffrey Mangers

4124 Rosa Park Drive
→ Ross

San Jose, CA 95118-1761

Dear Mr. Mangers,

Thank you for your recent request to review the charges on your account of 8/9/2009. Our in-house Nurse Auditor reviewed each charge against the documented Medical Record and found the charges to be correct.

If you have any additional questions, please don't hesitate to call me during our regular business hours of 8am to 5 pm at 650-988-7853.

Sincerely,

Judi Ashline

Director, Patient Financial Services

El Camino Hospital

2500 Grant Road

Mountain View, CA 94040

Telephone: 650.988.7853

Fax: 650.966.9387

Visited ECH 12/16/12

Requested Refund on Overbilling.

All I got out of my visit was a cold.

I never requested this

→ Left voice mails at 650-988-7853. Twice. No response.

Clarification

I never requested a review of "each charge" on my last lithotripsy on 8/9/2009 at Los Gatos Community Hospital (LGCH). I requested a simple uncomplicated review comparing the total billing amount of each individual lithotripsy I've had at LGCH over the years. And I've had many of them since the 80's. And if that's too much to ask for, to simply compare it to the total billing amount of the last two there. After which I would like an explanation as to why the price doubled on them just after you purchased them.

This is not a trivial matter, the purchase of LGCH resulted in a Grand Jury Investigation of El Camino Hospital.

"Litho-I" aka "Western Kidney Stone Center" as it was better known as, at LGCH billed at the fair market rate for their lithotripsies. And over the decades since the 80's, was a very successful business venture that was profitable for Tenet (previous LGCH owner). There was absolutely no justifiable reason to double the list price on them other than emergency patients like myself had to pay it. Fully, and in advance. And being uninsured, it meant at TRIPLE the fair market price.

Geoffrey Mangers, October 9, 2014