

Copy of letter sent by Mr. David Benfer in answer to Alicia's letter written to him. (See Team D's report, Session #5)

Dear Mrs. Sanbold:

Thank you for your recent letter which expressed your concern over the management of medical services for welfare recipients by the Medical College of Ohio Hospital. It is refreshing to us at the Medical College to learn of groups such as yours, who are concerned about the medical services for the economically less fortunate individuals in our city.

You have raised several questions concerning our attitude on grievance committees, the mechanism for handling problems relating to welfare recipients and whether or not there is a problem because of the type of mechanisms established by our institution. I feel that your three questions can be answered singularly by the fact that we view all patients equally regardless of patients' source of reimbursement to the hospital. We prefer dealing with each individual problem as it is presented on a personal basis. Frequently it is cumbersome and inefficient to establish a new layer in the bureaucracy, which our institutions have, such as a specific grievance committee for welfare recipients. This would imply that we would need a grievance committee for Blue Cross recipients, Medicare recipients and others. However, this is not the case in our institution. We believe any patient should have direct access to those individuals who could most expeditiously resolve their problems. As a result, we encourage those who have concerns about their nursing care to contact the Director of Nursing or her assistant. We encourage people who have problems in administrative areas to contact one of the assistant administrators or individuals who have problems with billing to contact the Billing Office.

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All of the employees in our institutions are encouraged to deal courteously and efficiently with problems presented by our patients. We have established this philosophy since we are all at the Medical College of Ohio to serve our patients in one form or another. For these reasons, we believe dealing with patients, regardless of their source of payment, on an individual, personal and equal basis rather than through some form of a committee.

Please do not hesitate to contact me if you should have further questions on our institution.

Very truly yours,

David W. Benfer
Assistant Administrator

(Note: Underlining has been done by us.)