

Copy of a letter sent to Dr. Arturo Castillo, who works one day each week at St. Vincent's Clinic. (Dr. Castillo has been the Hunter family physician for approximately ten years.)

December 5, 1973

Dear Dr. Castillo:

Thank you for consenting to listen - to be open to consideration of these questions.

For well over a year I've been associated with a group concerned with the quality of medical services delivered to the poor. Dr. Mary E. Cliffford, Cardiologist at Medical College of Ohio, and two of her associates, Lynn Malley, medical social worker and Diane Brennan, social worker, are members of WISSA $\frac{1}{2}$ 25 concerned women of all walks of life. In their work at the Medical College they perceived many inadequacies in the services to those who happen to be less fortunate.

Somehow our group will help to improve their condition. Your experience and knowledge seemed to me to be a very valuable source. Enlighten us please by answering these questions. And hopefully you can assist us more later.

1. What has been your experience regarding attitudes of hospital clinics toward welfare patients?
2. Assuming you serve some welfare people in private practice, would these same people be apt to complain if their treatment at clinics was inadequate?
3. Would a lay advocate group - liaison between ~~hospital~~ hospital and patient - help to voice the complaints of less vocal people, especially those with language difficulties, or poor education?
4. What would be the possible results of a grievance board on which the consumer would sit?
5. Do you receive fairly quick remuneration for services to welfare consumers? What is the average length of time lapse? Does the situation tend to make you discourage such patients?
6. If the State of Ohio (Ohio Department Public Welfare) could be organized to get payment on time to physicians and clinics for services to welfare people do you feel these would be more open to accepting such patients?
7. Can you list any prevalent attitudes and beliefs which keep this problem (lack of concern, helplessness felt by the poor) continuing - attitudes and beliefs among hospital personnel, nurses, doctors?

Hopefully I'm making my objectives clear. The ideal situation would be to talk to you personally. However I do appreciate how valuable your time is and also the demands made upon you.

Thanks very sincerely,

Mary P. Hunter