



UPMC HEALTH SYSTEM

UPMC Presbyterian/UPMC Shadyside

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January 13, 2003

Robert Hussey
1524 Tretter Drive
Pittsburgh, PA 15227

Dear Mr. Hussey:

Thank you for sharing your concerns regarding your wife's hospitalization at UPMC Presbyterian with Stacie Amorose, Patient Relations Manager on December 5, 2002. I regret that you were dissatisfied with the services provided to your wife.

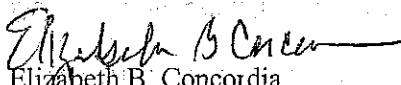
Your concerns regarding the communication between Francis Solano Jr., M.D., and your wife, as well as, your concern regarding her referral to the Physician Health Program were shared with our Assistant Medical Director. Per the UPMC Presbyterian Physician Bylaws, a confidential investigation was conducted.

During our investigation, we spoke with Dr. Solano. Dr. Solano was apologetic regarding his miscommunication with your wife during her admission assessment, but did note that he immediately apologized to her for this incident. In regards to the referral to the Physician Health Program, Dr. Solano admits that he did refer your wife to the program based on her medical condition and not related to any drug or alcohol problem. He also stated that he had extensive discussions with your wife regarding medical issues that were affecting her cognitive function. Dr. Solano was concerned that your wife receives the appropriate medical treatment and testing so she could continue her profession.

I hope that your wife is continuing on her road to recovery. If we can ever be of further assistance to you or your family, please feel free to contact the Patient and Family Support Services Department at (412) 647-7615.

Although your recent experience cannot be changed, thank you for taking the time to express your concerns. Our primary mission at the UPMC Health System is patient care that is based upon a strong commitment to excellence in service. It is by listening and responding to the concerns and observations of our patients and their families that make us able to improve this care.

Sincerely,


Elizabeth B. Concordia
President and CEO