



2060 East Ninth Street
Cleveland, Ohio 44115-1355
www.MedMutual.com

Date: 09/26/2008

Case Claim Nbr: 1082700094
NMQ/E/SDS/7501/E1E/
Patient Name: Joseph Greiner
Certificate Nbr: 698565585892

JOSEPH GREINER
350 DEEP DALE DRIVE
NORWALK OH 44857

Dear Member:

The Clinical Quality Improvement (CQI) Department has received your verbal complaint regarding Cleveland Clinic Foundation.

Thank you for bringing this matter to our attention. Our goal is to provide our customers with a quality panel of providers and institutions, which is held to a high standard of conduct and medical competence. We appreciate your taking the time to let us know when you feel this standard has not been achieved to your satisfaction.

Please be assured that the CQI Department will carefully review your complaint and contact you if any additional information is required. Pertinent records will be requested from the appropriate facility or individual, if necessary.

Again, thank you for bringing this to our attention.

Sincerely,

Sandra Sykes, BSN, MPM, CPHQ
CQI Department

CC: File