

From: tiffanyanderson <tiffanyanderson@me.com>
Subject: **goodby**
Date: July 22, 2011 12:03:34 PM PDT
To: Cindi Shaw <cindidshaw@gmail.com>
Cc: tiffanyanderson <tiffanyanderson@me.com>

tiffanyanderson
In Address Book

Cindi,

My first impression of you and Dr. Shaw was very positive. By my last visit I felt very judged. I want to clarify a few things since we will no longer have a relationship.

The first communication between you and I was initiated by you. You called with your personal phone when you did my intake information. The only phone I have to use is a mobile phone. When you called I saved the number. You made no mention that there was an office or an office number. I was under the impression you were a traveling show and worked out of your home.

You gave me your personal email address so I was under the impression that I could correspond via email. If you do not want patients calling you or emailing you, you might want to introduce the protocol you would like followed during your first correspondence. Then you won't have the right to be upset when you get personal emails and phone calls. This was not made clear to me until I sent a request and update via email. Only then is when you informed me this was not the proper channel to communicate. Being your in transition to moving your practice when I drove a metal stake through my post recovered past injury, I was stumped as to what I should do. My employer's work comp Dr refused to help me. I tried to get an appointment with Dr Shaw the week it happened, but your office was practicing in San Diego at that time. Email was the only way I could think of to communicate.

When Charles called me to schedule an appointment I was stumped. Who was Charles? English did not seem to be her first language, she sounded Russian or something. We had a terrible time communicating. The part that was really confusing to me was that Charles called to schedule me an appointment, but when I left your office after my first visit you had already scheduled me one.

Communication may be the thing your office needs to work on, instead of getting upset or judging your patients.

My last appointment I was in severe pain, again after driving a metal stake through my knee. I was very disappointed that I was allowed to leave in the severity of pain I was in.

As far as being time consuming as a patient. I was on time. Even a few minutes early. I waited 45 minutes before I was seen and then felt rushed out after being called a high maintenance patient by Dr. Shaw. I did not schedule the room full of patients sitting in the waiting room.

My only regret is that the insurance adjuster was finally willing to agree to something I had put a



Geography
10/10/10

Hi,
I'm sorry to hear that you're having a hard time.
I'll be there for you whenever you need me.
Love,
Geordy

I'm sorry to hear that you're having a hard time.
I'll be there for you whenever you need me.
Love,
Geordy

I'm sorry to hear that you're having a hard time.
I'll be there for you whenever you need me.
Love,
Geordy

lot of effort into getting her to agree on and now I have to start all over.

Tiffany Anderson

RF