

portland center for
reproductive medicine

9 March 2005

Re: Amy Thurmond, M.D.

2222 NW Lovejoy, Suite 304
Portland, OR 97210
200 Mother Joseph Place, Suite 230
Vancouver, WA 98664
t 503.274.4904
f 503.274.4946

To Whom it May Concern:

I am the Co-Director of the Portland Center for Reproductive Medicine. I started our Center in 1989 because I believed there was a need for an outstanding reproductive facility in Portland outside of the university setting. As time has evolved in reproductive medicine, it had become less possible to continue an outstanding practice within the constraints of academic medicine

Soon after starting, I realized that there were no "infertility" radiologists practicing in the Portland community. Many patients would come back after their hysterosalpingogram (HSG), a key component of the basic infertility evaluation, complaining that it was more painful than surgery they had had previously. Many of the exams were incomplete, with the uterine cavity check being not interpretable, the tubal visualization poor. Radiologists in general, do not necessarily feel comfortable doing speculum exams, manipulating the vagina and cervix, and performing procedures on women they do not know and who are wide awake. Further complicating the process and making it more stressful to already stressed patients, university and hospital Radiology Departments, themselves, are not used to scheduling "non emergency" procedures on short notice, mandated by a woman's menstrual cycle. Interpreting a tech's ultrasound, is different than doing a woman's pelvic exam—and many radiology departments also don't take this into account.

Dr. Thurmond at about this time had left her practice at the university where she had basically developed the infertility radiology program there. This included the pioneering technique of hysterosalpingographic recannulization—a technique now used worldwide. I began referring patients to her. Surprisingly, patients would come back enthusiastic about their experience which was minimally painful, and most important, I would have a beautiful exam. Dr. Thurmond is one of those procedure physicians who can truly communicate with patients as well. The patient had a good experience even when they were receiving bad news—a rarity in the infertility radiology field.

Over the years, as Dr. Thurmond's reputation spread, more and more of the gyn's in Portland who have an interest in infertility, as well as the reproductive endocrinologists themselves have used Dr. Thurmond whenever possible. She has gone on to become the Northwest's expert as well in pelvic MRI, and has even written a text book that is used countrywide.

Since she started practicing at EPIC, we receive the images from her exams almost immediately via the web. She has made an extraordinary effort to make herself available to patients—from early morning to many evening spots. Scheduling is a breeze. She is readily available to our physician and nursing staff, and is committed to Women's Infertility. She has performed the majority of our Center's HSGs, and other infertility radiology procedures almost exclusively now for almost 15 years. The fact that Portland has a world-class infertility and women's radiologist has certainly helped our program thrive and produce pregnancy rates as good as any in America.

Dr. Thurmond has been able to have this subspecialty practice through her practice at EPIC. I am quite skeptical that any university or hospital radiology department will be able to provide the dedicated and subspecialty service that Dr. Thurmond has made her life's work, nor have the ease of scheduling, and universally competent results. We don't need to go back to the 60's and 70's in infertility radiology. I enthusiastically support the continued use of Dr. Thurmond through EPIC for all infertility patients. I can't imagine that changing this service back to a hospital based radiology department is in my infertility patient's best medical interest.

Sincerely,



Robert K. Matteri, M.D.

Kathrine E. Avison, M.D. ♦ Angela M. Stearns, M.D.

*Physicians, Internal Medicine and Diagnosis
Diplomates of American Board of Internal Medicine*

5050 N.E. Hoyt Street, Suite 469, Portland, OR 97213 Phone (503) 231-7747 Fax (503) 231-7724

April 8, 2005

Phil Jackson, Regional Director of Network Development
Providence Health Plans
3601 Murray Blvd, Suite 10
Beaverton, OR 97005

Dear Mr. Jackson:

This is in response to the letter I received from Providence Health Plans in regards to the termination of the contract with East Portland Imaging. I have been in practice for 28 years now in the Portland area, having done my internship and residency at Providence, and have had the privilege of working closely with both Providence and EPIC with Dr. Gerald Warnock. There is no question that EPIC physicians have provided excellent patient care over the years, and there has been no comparison with the Providence Health Plans system. I am able to call and get my patients in on the same day with no hassles, their phone calls and follow up reports are excellent, their personnel are trained in answering the phone and in scheduling the appropriate tests efficiently, which is a far cry from the Providence system. I have never had any complaints from patients in regards to the service they have received at EPIC, and I can't say that has necessarily been true with the Providence system.

An example of the above relates to my own personal experience with my 92-year-old mother who suffered a fall on February 21st. An x-ray was obtained at Providence on 2/25/05 and it wasn't until 3/1/05 that the reports were available. She continued to experience back pain, was seen in the emergency room for the back pain, a CT scan was done of the pelvis rather than of the back, she was discharged from the radiology department as well as the emergency room with essentially severe back pain, etiology unclear. Subsequently I took her to EPIC, whereupon they did a bone scan and a CT scan of her back and it demonstrated an acute compression fracture of the T11 with retropulsed fragments superiorly protruding into the spinal canal. In addition there was a considerable peri-spinal hemorrhage with a circumferential halo about 12 millimeters wide both right and left of the midline localized just at this T11 level. Certainly Dr. Warnock went out of his way to try to diagnose the cause for her acute and persistent low back pain, something that was not done through the Providence system.

April 8, 2005
Page 2

As stated in your letter, the Body Imaging physicians have provided excellent patient care over the years, and that this is a termination without cause. It seems to me if you are limiting our access as physicians to only Providence based radiology clinics, then I question what the financial incentive or gain is for Providence. Certainly this decision smells of antitrust and I find this an offensive move, not only to physicians but to patients alike.

Several of the patients that I've had the pleasure of serving have voiced their concerns over the inability to continue to use EPIC, and have spoke about changing their health insurance to a Blue Cross/Blue Shield plan so that they have access to EPIC.

I would strongly encourage you to reconsider your decision. Elimination of competition by manipulating access of the patients to outside Providence facilities does not improve Providence's quality of care.

Respectfully,

A handwritten signature in cursive script that reads "Kathrine Avison".

Kathrine Avison, M.D.

Giedwoyn Correspondence Unknown Birth Date Undetermined DOB: TOC Chart No:NONE
Referring Provider: Primary Ins:
ID#: Secondary Ins: Secondary ID#:

03/24/2005 - Transcription: LETTER
Provider: Jerzy Giedwoyn MD
Location of Care: The Oregon Clinic- Gresham Cardiology Office

LETTER

March 24, 2005

Phil Jackson, Providence Health Systems
Murray Business Center
3601 SW Murray Blvd Suite 10
Beaverton, OR 97005

**RE: Providence Decision to Exclude EPIC From Both Providence Plans and Providence
Controlled Plans**

Dear Mr. Jackson:

I see this decision as very uncompetitive and if we call it competitive, then this would be an unfair way of competition. Over the many years that I have practiced in Portland, I did witness the growth of services provided by Dr. Warnock. His success was the result of high-quality and timely services at competitive prices. I would also credit his enterprise for accelerating the advancement of radiology services that otherwise would not be available in the Portland area or available at a much later date.

I cannot help but perceive your decision as very uncompetitive and detrimental to our patients. I hope that in the spirit of fair competition you can reverse this decision as it pertains to Providence controlled insurance plans.

Sincerely,

Jerzy O. Giedwoyn, M.D.
JG:at:TM

cc: Gerald Warnock, M.D.

Signed by Jerzy Giedwoyn MD on 03/25/2005 at 2:06 PM

Gerald Warnock, M.D.

From: Dr. Michael Freeman
Sent: Friday, April 01, 2005 1:27 PM
To: Gerald Warnock, M.D.
Subject: Providence letter

Dear Dr. Warnock,

I am sorry to see the kinds of familiar shenanigans that Providence usually pulls on smaller facilities are now being used with EPIC. I have referred numerous patients to your facilities (mostly for bone SPECT following trauma) and would not voluntarily work with any other imaging center as I find the service, image quality, and quality of radiologist to be the highest at your facilities that I have encountered. As the founder or co-owner of 4 MRI facilities in the past (I am down to one facility in Medford presently) I have had similar struggles with Providence and their brand of anti-competitive maneuvering, and wish you the best of luck in your efforts to get the decision reversed.

Best wishes and regards,

Michael Freeman

Michael D Freeman PhD DC MPH ACTAR
Department of Public Health and Preventive Medicine, Oregon Health and Science University
School of Medicine Forensic Trauma Consultants Mailing address: 205 Liberty Street NE,
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PORTLAND SURGICAL ONCOLOGY, P.C.

5050 NE HOYT, SUITE 317
PORTLAND, OREGON 97213
(503) 239-0092
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March 29, 2005

Mr. Phil Jackson, Regional Director of Network Development
Providence Health Systems
Murray Business Center
3601 SW Murray Blvd. Suite 10
Beaverton, OR 97005

RE: EPIC SITUATION

Dear Phil:

I just received Dr. Gerald Warnock's letter and I am sure you have also read it.

As an independent provider myself and my surgical group, I have sympathy for his cause. The experience in our office was that EPIC is extremely responsive to the needs of our patients and provides quite excellent service. My office staff was quite dismayed in that they have told me it is usually much easier to schedule patients on an urgent basis at EPIC than it is with Providence in-house facilities.

Dr. Warnock and EPIC have been great supporters of the Cancer Program here at Providence Portland. There is always a representative from EPIC at our Tumor Board and Breast Conference, quite often it is Dr. Warnock himself. As you are aware, the participants who chose to attend these conferences are totally uncompensated for their time. These conferences are of great value to both patients and physicians.

Philosophically I definitely agree with Dr. Warnock in that access to patients should be fair to all qualified providers. I think that referring physicians enjoy the opportunity to have as much choice as possible in directing their patients for services. The choice of services should be a combination of both the referring physician who will be better able to judge quality, as well as the insurance provider who must manage costs.

I can personally attest to the high quality of EPIC's services over the years that I have been in practice. I do not have any in depth knowledge of EPIC's pricing policies but I tend to believe Dr. Warnock's contention that their prices have always been competitive and not inflated.

March 29, 2005

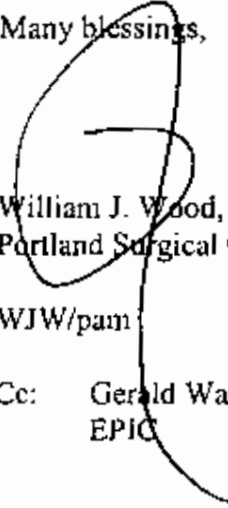
Phil Jackson, Regional Director of Network Development

Page 2

Also, EPIC's provision of charitable care is directly in line with the true Providence mission. Many of us believe that charitable care should be a portion of every physician's practice. I realize that there are those on staff who do not participate in this philosophy.

I am guessing that there will be many similar letters coming your way. I have always thought that the ability of an executive to re-examine an issue and possibly reverse a prior decision is a sign of personal courage and integrity.

Many blessings,



William J. Wood, Jr., M.D.
Portland Surgical Oncology

WJW/pam

Cc: Gerald Warnock, M.D.
EPIC

March 24, 3005

Portland Tribune, Editor

Re: PROVIDENCE HOSPITALS ASSUME ENRON TACTICS.

Oregon, and particularly Portland, has prided itself in diversity in all paths and walks of life. Until recently, physicians in Portland have had the option of referring their patients to EPIC imaging center for quality and timely radiologic evaluation. All insurance and hospital programs within the city have allowed physicians to utilize EPIC as a source of quality medical diagnostic care. Most recently, as of May 1, 2005, Providence controlled health plans have elected to not allow any Providence controlled patient to utilize the services of EPIC Imaging Center, forcing all patients to be referred by their physicians to Providence system radiology facilities. This will limit flexibility of scheduling and limit the availability of technology for patients in the Portland service area.

Just as Enron bought and controlled energy and energy prices in the Northwest and along the west coast, so Providence Health System is attempting to control access to health care to their benefit without consideration of their patients' needs.

Sincerely,

Michael L. McDonald

COLUMBIA OTOLARYNGOLOGY GROUP INC.

The Ear, Nose and Throat Specialists
Physicians and Surgeons

Administrative Office (503) 228-1529

www.cogi-ent.com

Fax (503) 223-5139

March 25, 2005

Gerald Warnock, M.D.
EPIC Imaging
233 NE 102nd
Portland, OR 97220

Dear Gerry,

I got your note of March 18, 2005 and would really love to do whatever I can do to keep EPIC as a provider. I have sent two letters now, one to a Dr. Ciaverella and one to Phil Jackson. We are very happy with EPIC. They provide far superior service compared to Providence. They are more efficient, will work people in in a day and St. Vincents will rarely do that and/or can do that and reluctantly does it rarely. They cannot provide the level of service and availability that EPIC does!

I have a tremendous number of experiences where the Providence readings have been inaccurate or partial. The readings oftentimes do not go over pertinent negatives and positives that are routinely included with the EPIC scans. As you can see from Dr. Ciavarella's note the whole point is missed in that there may be a "Department of Neuroradiology", but one; we have never heard of them in our office, and two, they have never read our scans. They have nothing to do with the people who provide care over at St. Vincent's Hospital on a routine basis. This cadre of radiologists numbers anywhere from five to ten. The readings are extremely variable and oftentimes one line. That is not only with sinus CT scans but oftentimes with temporal bone CT scans. We will often ask for a reading with regard to adenoids and there is no mention of the adenoids. At times we will ask for a screening coronal CT scan and we will get a full coronal CT scan. We find it difficult to find anybody to talk to who is accountable. In general the level of service is far inferior to the service provided by EPIC.

I totally agree that Providence's withdrawal from EPIC as a provider is egregious and is business and financially driven. It is unconscionable and not in keeping with the stated goals of compassionate service and caring and stewardship that they so like to use in their advertisements. Over the years EPIC has been an incredible colleague and has worked carefully with us on a one on one basis and we have gotten numerous calls from the neuroradiologists, two of whom we work with so closely that we have become friendly. It is incredibly rare to get a call from anyone at St. Vincents unless we are calling to complain about something, and even then it is difficult to get a call back. There is without doubt an undercurrent of business and financial driven motivation here that is in no way in keeping with good patient care, prompt, thorough, and accurate readings of scans. Without fail on a daily basis we can get care that is far superior, prompt, and in keeping with the patient's best interest at EPIC. I rarely feel this strongly about things but really see a tremendous problem

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Roya Mansoun, M.D.
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R. Sterling Hodgson, M.D.
Bryce E. Potter, M.D., D.M.D.
Eric J. Dierks, M.D., D.M.D.
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RE: EPIC Imaging
March 25, 2005
Page 2

with patient care now that the EPIC scan will not be available for this group of patients. Any way I can help, I would be glad to.

I have been very proud and pleased with EPIC over the years and will do anything I can to help to reverse this decision which truly is egregious and is countered to truly providing the best care for my patients.

Cordially,



Wesley A. Lewis, M.D.
Otolaryngology, Head & Neck Surgery

WAL:tw

PS: As an addendum, I would certainly agree that the charges at Providence are historically much higher and when we try and get patients who have no money care, EPIC has historically and consistently provided the prompt, excellent service that would be expected at lower prices than Providence. Providence will usually not even try and accommodate us.

WESTSIDE PODIATRY CLINIC, LLC

Jason R. Surratt, DPM
Podiatric Physician and Surgeon

Phone (503) 245-2420
Fax: (503) 245-2445

Thomas C. Melillo, DPM
Podiatric Physician and Surgeon

LAKE GROVE
17704 Jean Way, Suite #105

TIGARD
9900 SW Hall Blvd., Suite #100

TUALATIN
19875 SW 65th Ave, Suite #100

March 30, 2005

Mr. Jackson:

I have recently been made aware of the Providence Health System's decision to exclude EPIC from the Providence controlled health plans. I am hoping Providence will reconsider this decision. I am concerned patients will encounter longer wait times and further frustration as my clinic attempts to schedule imaging studies. I have found EPIC to be the provider of choice for our clinic as they do an exceptional job of accommodating our patients and I have found the radiology staff to be most helpful and approachable with any potential questions. Please reconsider this decision.

Respectfully Yours,



Jason Surratt, DPM
Westside Podiatry

Mr. Phil Jackson
Providence Health Systems
Murray Business Center
3601 S.W. Murray Blvd., Suite 10
Beaverton, OR. 97005

Re: EPIC Imaging

Dear Mr. Jackson:

Our clinic is located on the Oregon coast, 25 miles south of Seaside. We are a Federally Qualified Rural Health Clinic, with 1800 active patient charts.

We've long utilized and valued the services of EPIC Imaging. Our patients find the service to be first class, scheduling easy, and wait times non-existent. From a professional standpoint, the images and interpretations are superb, really without parallel.

EPIC is always ahead of the curve when it comes to new technology.

Your denial of care to my patients of the services of EPIC Imaging will not result in any "Efficiencies" for them or for me.

I respectfully request you reconsider this denial, and compete with EPIC for our business based on service and quality.

Respectfully,

Harry H. Rinehart, M.D.



McMahon Chiropractic Clinic

1170 Molalla Avenue
Oregon City, Oregon 97045
(503) 656-9877
FAX 657-1225

Neil McMahon, R. N., D. C.

April 7, 2005

Phil Jackson, Providence Health Systems
Murray Business Center
3601 SW Murray Blvd Suite 10
Beaverton, Oregon 97005

Dear Mr. Jackson:

I have recently become aware that you have severed your relationships with Epic Imaging. It has further come to my attention from a March 21st, 2005 correspondence that you are redefining your relationship with Radiologist Specialists of the Northwest.

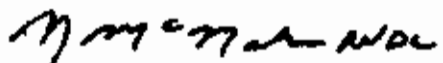
Throughout the years I have had the opportunity to use Epic Imaging and have found them to be an outstanding service for my patients. This is truly an organization that puts patient's comfort and interest above financial gain. It comes as a shock to me that you have severed your relationship with them and also I am quite disappointed with that decision. In order for Epic Imaging to maintain their high quality of standards, they need to be able to service a lot of patients. If Providence takes away business from Epic I am afraid the quality of Epic's equipment and the quality of their service may diminish.

Since I feel Epic has been a great referral for me and my patients I regret any decision that you may make that would decrease their ability to provide the quality care and service that they have given in the past.

By way of this letter I am asking you to rethink your decision and to understand that quality health care is something we all must work very hard to keep, and when we do find quality health care in any way diminishing that can be very damaging to the Portland medical community. I hope you find that you can rethink this and add back a great member of your health care team.

Thank you for taking the time to read this and I hope to hear from you soon.

Yours in health care,

A handwritten signature in black ink, appearing to read "Neil McMahon, R.N., D.C.".

Neil McMahon, R.N., D.C.
NM/mjb

cc: Gerald L. Warnock, M.D.
Epic Imaging
233 NE 102nd Avenue
Portland, Oregon 97207

Dr. Joan Schultze RN, DC, DC
Chiropractic Physician
543 Third St., Suite A-3
Lake Oswego, OR 97034
(503) 636-6186

April 4, 2005

Mr Phil Jackson
Providence Health Systems
Murray Business Center
3601 SW Murray Blvd Suite 10
Beaverton, OR 97005

Dear Mr Jackson,

This letter is in support of Epic Imaging East Portland continuing to be included in your health care system.

I have consistently received good service from Epic and been impressed with their level of skill and competency, and their willingness to go out of their way to accommodate my patients and requests. They maintain excellence in their equipment as well, making sure they are leaders in the latest technology. They are true professionals and I look forward to using their services for many years to come.

There are enough patients in need of those services to go around. Keeping Epic East in your provider network will enhance the reputation of Providence as being interested in the latest and most advanced technology and making it available to their insured. People appreciate having the choice and many are already affiliated with Epic East.

Please reconsider your current decision and retain Epic East.

Sincerely,

Joan Schultze

Joan Schultze, RN, DC

Wellness Chiropractic Center



TRUST CHIROPRACTIC

PO Box 621, Jefferson, Oregon, 97352-0621
(541) 327-2222
[277 North Second Street]

March 27, 2005

Providence Health Systems
Murray Business Center
3601 SW Murray Blvd., Ste. 10
Beaverton, OR 97220

Dear Mr. Jackson:

It would be shocking were it not happening all around us. The incessant destruction of diversity and free-trade at a time when the catch-words "diversity" and "free trade" fill the media is becoming so prevalent that the citizen simply lies down with a yawn, rolls over on his side, and murmurs "I'm glad I'm not going to be here much longer."

The decision to funnel all imaging into one system will make the patient captive of that system. It will not assure better or cheaper care. If it were to do so, insurance premiums would have dropped over the last 20 years of "managed" care, rather than increase.

We presume the reason for eliminating organizations such as EPIC imaging is cost-containment. When EPIC has been competitive, available and quick to respond and yet competitive with other imaging providers, what gain is there for your system? Elimination of competition? Elimination of fair trade? Is this cost-containment or cost-incarceration?

I stand strongly opposed to your decision to limit participation in the Providence Controlled Insurance Plans. We have already seen how it has simply eliminated care to your subscribers.

Chagrined,


Dr. Patrick Hart, DC

*Dr. Warnock - Providence continued
to make bad decisions. I hope this letter
may be of some help. Clearly, you can
see I'm angry with them - and not
just for your cause.*

ROBERT L. KALEZ, M.D., P.C.
PHYSICIAN & SURGEON
24000 SE STARK STREET #208
GRESHAM, OR 97030
(503) 666-3030

March 28, 2005

Phil Jackson
Providence Health System
Murray Business Center
3601 SW Murray Blvd. Suite 10
Beaverton OR 97005

Dear Mr. Jackson:

It was with great sadness that I received the news about one month ago that the Providence Plan would no longer allow radiographic services to be performed by the East Portland Imaging Center. I have used EPIC since its inception 41 years ago. My patients thoroughly enjoy the ease with which they can schedule cases and the convenience to their home in particular. My practice is primarily east side, and it is a great inconvenience for my patients to go to Providence Hospital and to cope with the traffic and scheduling problems that they have noted in the past. I sincerely hope you might reconsider your decision based on the considerations of the patients, many of whom are quite elderly and find it extremely burdensome to have radiographic imaging studies done at Providence Hospital.

Thank you so much for your consideration.

Sincerely,

Robert Kalez MD/DAP

Robert L. Kalez, M.D.
RLK:ker

Cc: Gerald Warnock, M.D.

RECEIVED
MAR 30 2005
10:23 AM

Murray D. Joe, M.D., P.C.
Daniel A. Leedy, M.D.
Ear, Nose & Throat; Allergy
1508 Division St. Suite 115
Oregon City, OR 97045
503-656-0601 Phone
503-656-1389 Fax

March 1, 2005

Providence Health Plans
P.O. Box 4327
Portland, OR 97208-4327

ATTN: Phil Jackson
Regional Director of Network Development

Dear Phil Jackson,

We find it extremely disappointing that effective May 1, 2005 EPIC radiologic center will no longer be available for members of all lines of business with Providence Health Plan medical insurance coverage.

East Portland Imaging Center is instrumental for our head/neck cancer and ear/inner-ear work-ups. Not only does the center provide us with excellent x-rays, but the depth of knowledge of the radiologists in particular is second to none, (specifically Dr. Tyler Lippincott and Dr. Joseph Haberman). We strongly feel that their breadth of knowledge of ear, nose and throat related anatomy is unquestionably second to none.

We would like you to reconsider your decision especially regarding ear, nose and throat images that we obtain and have read by the physicians at East Portland Imaging Center. If you would like to discuss this further, please feel free to contact us at 503-656-0601.

We would like to thank you in advance for this consideration.
Sincerely,

Murray D. Joe, M.D.

Daniel A. Leedy, M.D.

Gerald Warnock, M.D.

From: Daniel J. Urbach (d.urbach@att.net)
Sent: Sunday, March 27, 2005 3:19 PM
To: Gerald Warnock, M.D.
Subject: Providence

Phil Jackson
Providence Health Systems
Murray Business Center
3601 SW Murray Blvd., Suite 10
Beaverton, OR 97005

RE: Loss of EPIC service

3/27/2005

Dear Mr. Jackson,

I am writing to express my chagrin with Providence's decision to stop covering EPIC services. I have no business affiliation with EPIC, other than using them regularly to provide care to my patients. I've been a practicing Internist in Portland since 1992. For the entire time I've been in practice here, EPIC has provided much better service than any Providence facility. They are more available than any radiology facility in Portland, very efficient, and communicate far better than any Providence radiology department I've worked with.

I have also been a patient at both Providence and EPIC facilities. The efficiency at Providence Portland simply is nowhere near as good as at EPIC from the patient's point of view. Getting a radiographic study at Providence Portland is much like getting one at a poor inner-city hospital, for example Grady Hospital in Atlanta, where I trained during Medical School at Emory. The wait is long, surrounded by a crowd of sick patients; the lines are long to check in; the confidentiality is poor, with one's name being called out into a crowd, who all turn to look when you get up, etc., etc. EPIC gets patients in very quickly, and the support staff are very professional and discrete. Little waiting time means there is not a suffocating crowd, no-one has to shout into a room full of patients, the patient doesn't feel like he/she is in a fish bowl, like at Providence.

Your decision effectively takes away from your clients (our patients) a significant benefit, since there is very little chance Providence facilities will be able to provide anything close to the quality of service that EPIC does. It is one more notch down the line toward a poor health system even for the well-insured. (Is that how you want Providence to evolve?) It is unnecessary, since the insurance company sets the rates. It shows the falsehood of Providence's slogan plastered all over town: it is not a "caring difference," though everyone will "feel" it.

Please reconsider.

Sincerely,

Daniel J. Urbach, MD

Cc: gerald.warnock@epicimaging.com
The Editor, Portland Oregonian
The Editor, Portland Tribune
The Editor, Willamette Week

3/27/2005

Sunset Crossing Medical Clinic

Marion J. N. Darling, MD, PC

R Phil Jackson
Physician, Family Practice
Providence Health Systems Acupuncturist
Murray Business Center
3501 SW Murray Blvd. Suite 10
Beaverton Or . 97007

Dear Mr. Jackson;

I am writing this letter to ask you to review your recent action to remove EPIC imaging East from your panel of radiological providers.

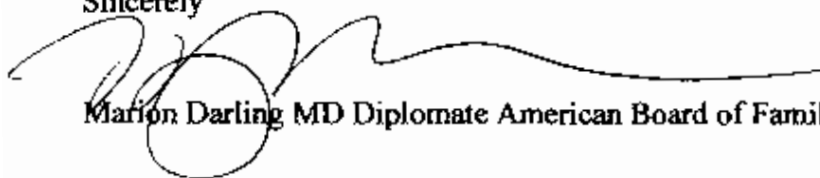
I am a family practitioner in Lake Oswego Oregon and on many panels that include Providence Aetna and Cigna health care. I have referred patients for radiological testing to Providence, to Epic and to Open Advanced MRI and have found repeatedly that if I need to get a patient seen urgently or emergently EPIC is the facility that will bend over backwards to get a patient seen and studied. They are prompt at relaying the information to me and have often prevented a hospital admission because of their physician's willingness to communicate with me and their attentiveness when a test needs to be done ASAP. I cannot say this is true with the providence facilities. I m not denigrating the quality of work-but it is often very difficult to talk to anyone to see if an urgent case can be worked with. We have to jump through preauthorization first and that has not been smooth or facilitative. Then one needs to get through to the department and more often than not, I reach an answering machine and have to wait for the department to call me back. When I have a patient in my office that urgently needs an MRI and that MRI will make the difference between admission to hospital or not I can't put my office and my patient on hold waiting for the call back and the preauth. This does not happen at EPIC

I would suggest that having the ability to turn to EPIC keeps all of the radiology departments on their toes. EPIC supplies a level of excellence that all should try to achieve. Their staff is always pleasant and accommodating and the radiologists are helpful and knowledgeable. I have easy access to discuss which test would best suite the situation and they give freely of their time to discuss the case with me.

I will be lost if I can't turn to EPIC for help.

I am also concerned about my liability if I cannot get the testing necessary in an appropriate time frame. I think this would also be reflected in the providence systems liability.

Sincerely



Marion Darling MD Diplomate American Board of Family Pracice

16699 Boones Ferry Road, Suite 210, Lake Oswego, Oregon 97035

Phone: 503-635-0200 Fax: 503-635-0890

March 24, 2005

WOMEN'S
HEALTHCARE
CLINIC OF
OREGON, P.C.

Providence Health Systems
Attn: Phil Jackson
Murray Business Center
3601 SW Murray Blvd, Ste 10
Beaverton, OR 97220

GYNSTIC CARE
PREVENTIVE GYN/OB/GYN
GYN/OB/ONCOLOGY
GYN/OB/GYN/IR
INFERTILITY
OB/GYN/OP
MICROSCOPY
REPRODUCTIVE
EDUCATION
WOMEN'S COUNSELING

Re: Termination of Contract with East Portland Imaging

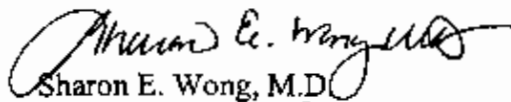
Dear Mr. Jackson:

We recently received a notice from you, date February 4, 2005, that Providence Health Plans and Providence Preferred would be terminating all lines of business with East Portland Imaging.

We wish to express our concern and regret. As you stated in your letter, East Portland Imaging has provided this community "excellent patient care over the years". Their service has been outstanding, with extremely concise and accurate diagnosing, not to mention the timeliness of scheduling and reporting, which surpasses that available at our local hospitals. We feel that any newly opened facility should also have to earn our confidence and referrals, based on their performance, just as East Portland Imaging has done for *so many* years.

We hope you might reconsider the decision to terminate their contract with you. Sometimes it's hard to put a cost value on the confidence and first rate service we and our patients obtain from East Portland Imaging.

Sincerely,



Sharon E. Wong, M.D.



Brendan C. Carroll, M.D.

SEW BCC/ss

cc: Gerald Warnock, M.D.

SHARON E. WONG, M.D. • BRENDAN C. CARROLL, M.D.
PHYSICIAN & SURGEON, GYNECOLOGY & GYN/OB/GYN

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