

March 15, 2012

FROM: Norm Kaufman  
RE: Resolution on the Hearing Aids

Advantage+ MRI reimbursed John Belunda \$650 for the repair of 2 hearing aids which he believes were damaged when he entered the MRI scan room. Since we had never inspected the condition of Mr. Belunda's hearing aids prior to his study, we cannot comment on the condition of those hearing aids prior to his allegation. Our decision to pay for the repair was a business decision.

At the time of his appointment (11/11/11), Mr. Belunda, who had previous MRI studies, informed us that he had worn his hearing aids into the MRI room....without problem. After walking into our MRI room, he stated one (1) of his hearing aids had "popped."

Prior to being placed on the MRI table, both hearing aids were removed and his MRI study was successfully completed.

In February 2012, Mr. Belunda asked that we pay him \$650 for the cost of the repair to his hearing aids. We questioned that since he had previously stated only one had "popped", why he was asking for payment for both; wherein we offered to pay for the repair of one. This was unacceptable to Mr. Belunda; hence, his contact with KOVR.

The technologist who did Mr. Belunda's study vehemently denies that Mr. Belunda and she had to communicate by writing notes after his hearing aid had popped. (You had mentioned to me that this is what you were told by Mr. Belunda).

Safety and the care of our patients is #1. We carefully screen the patients to make certain that prior to having an MRI exam, that nothing on their person or in their body could present a risk.

I have attached numerous patient surveys, all within the past 30 days, which are typical of what patients say about us. We remain committed to our patients and referring physicians and will continue to offer the best in patient care in Sacramento.