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William Nemacheck, CEO  
Marquette General Health System  
420 West Magnetic Street  
Marquette, MI 49855

Dear Mr. Nemacheck:

I have always been impressed with the healthcare services delivered by the team of professionals at Marquette General Health System. Luckily, I have remained relatively healthy over the course of my life and have not needed to take advantage of your services too often, however, many members both my immediate and extended families have been patients there. They have all received exceptional care. I have personally recommended the services provided at MGHS to hundreds of people over the course of the past few years.

Recently, my step-sister's mother was a patient at Marquette General Hospital. At the time of her discharge her family was informed that Marquette General EMS would be transferring her to the long-term-care facility where she would be receiving care. My family member asked, why can't she go with MediRide? The hospital's discharge planner informed the family that she could be transported with MediRide, but they "didn't ask for them." When the family members requested that the transfer arrangements be changed, they were told by the nurse on the floor, "We've already got it set up with EMS." The impression given to the family was that it was too much of a hassle to make the change and MGH EMS went ahead and did the transport.

I'm not concerned with losing this particular transport, however, I am concerned that the patients of MGHS are not given choices regarding their out-of-hospital healthcare services. The family was never informed that MediRide was even an option to them, and when they did request our service, they were made to feel as if their request was too bothersome to have to deal with. I have spoken with some of the discharge planners and social work staff at MGHS following this incident and have been told by more than one that they have been "told to use our (MGH) EMS" unless specifically asked by the patient for MediRide, Inc. EMS. It's disheartening to note that Marquette General Health System mandates to those in its employ, withholding information (and choice) from its patients. Some MGHS employees, family and friends of mine, are "afraid" to mention to patients that MediRide, Inc. EMS is an option for fear of "losing (their) jobs over it."

I feel that MGHS and MediRide, Inc. EMS can have a healthy relationship. We always strive to provide the best service to our patients and I am confident that it is your desire to do the same. I would appreciate the opportunity to speak with you further regarding this issue. I look forward to hearing from you soon.

Sincerely,

David L. Guizzetti  
President & CEO

Cc: Jill Bruno-Enright, Patient Advocate  
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