

November 12, 2014

Dear Representative:

On Sat. November 8th I had an 11AM appointment. My train was delayed by a half-hour due to serious altercation between 2 commuters. My delay was explained to the receptionist, (b)(6);(b)(7) (b)(6);(b) phoned her "manager" and informed I would be seen at 2PM as a result of my "lateness" and "over booked patients". Although only 1 other patient sat in the waiting area, (b)(6); urged me to leave the office to return again at 2PM. I opted to wait there (because another appointment would had been a month away) until I witnessed a Caucasian patient originally schedule for a 10AM appointment whom was seen immediately. Their conversation could be heard from where I sat, whereas that patient didn't offer or was asked for reason of her lateness. (b)(6);(b) chose to excuse that patient's one-hour-and-a-half lateness over my 30 minute train delay. I asked for my records, she said to "ask the doctor for it". She had no response on questions of blatant unequal treatment. (b)(6);(b) refused to offer her supervisor's information. Instead she asked if I "would like to cancel my 2PM appointment?". "Yes" I answered, suggesting their policies needed to be changed. I left without being seen and still experiencing physical discomfort from a concern that wasn't evaluated by a doctor.

On Mon. November 10th I phoned the Planned Parenthood hotline to register a complaint. I still experienced discomfort from a medical concern delayed by difficulty gaining access to care. (b)(6);(b)(7) of the Patient Records Department logged the complaint and tried to forward my call to (b)(6); (b)(6);(b) the clinic Director. After being on hold (b)(6);(b) took my info and said the Director would contact me. Once I was contacted by (b)(6);(b)(7)(C) I explained all instances of unjust treatment. She denied discrimination against insurances or patient demographic. She asked me to come in at 1PM with a detail report. In the office I was disappointed by (b)(6);(b)(7)(C) reluctance to meet with me. Unable to register a formal complaint, I requested all medical records from 2010 -2014. A male receptionist was helpful although (b)(6);(b)(7)(C) tried to interfere with the paperwork process to release my records. (b)(6);(b) stated, "she should ask the doctor not us." I did get my records before being seen. It is unfortunate this time their preferential broke confidences in remaining a patient.

The earliest incident of similar maltreatment was on Sat. January 4th when I walked-in (without an appointment) with an emergency concern at about 10AM. On a previous visit, I been informed by my then gynecologist (b)(6);(b)(7)(C) that Planned Parenthood accepts returning patients as walk-ins. However, on January 14th an largely overweight African American woman with a walking-limp rudely tried to deny service. She was loud when openly asking about my symptoms in a waiting area full of people. After describing my problem, I realized this humiliating action was in violation of the HIPAA Privacy Act. She claimed they didn't take walk-ins. I asked to speak with her manager. Oddly enough the female supervisor was seated by an open doorway labeled Healthcare Associate Supervisor. The supervisor reluctantly told me to return at 3PM, and suggested I leave the office until then. That manager was close enough to overhear how I was being spoken while having my privacy as far as symptoms violated. It seems this disrespectful work culture against certain patients was condoned. I sat in the waiting area instead. Moments later a Caucasian patient approaches the same

receptionist. That patient clearly stated she “didn’t have an appointment but needed to be seen”. The disrespectful receptionist’s attitude was suddenly polite as she handed the (Caucasian) walk-in a clipboard and was soon taken in for treatment. On that day I was the last person seen before the office closed because the 2 receptionists neglected to enter my paper, until a security on duty (seated at the post across from them) informed me they hadn’t. I explained the incident to my new doctor and she advised I make an appointment next time. I was the last patient seen by evening.

Today, November 12th, I did receive a call from (b)(6);(b)(7)(C) only after phoning the complaint hotline. I was uncomfortable sharing info due to her reluctance to meet with me on Monday. It shouldn’t have taken a second complaint for her to follow up. After phoning the Washington DC office, Associate Vice President (b)(6);(b)(7)(C) returned my call. I had submitted an email detailing each visit. My experiences led me to question the sincerity of the entire staff.

In each instance I been made to feel demoralized when seeking care. Based on the unequal treatment witnessed, there seems to be a pattern of discrimination involving Medicaid or race. This is a serious violation of a patient’s civil rights and access to quality care. I am uncertain if anyone in position at Planned Parenthood cares at this point. However, it is important that Planned Parenthood’s policies are reexamined.

Cordially,

(b)(6);(b)(7)(C)