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April 14, 2004

Mr. Alexander Neustadter
1111 University Boulevard, West
Apt. #405
Silver Spring, MD 20902

Dear Mr. Neustadter:

I am responding to your letter of April 5, 2004 in which you requested a timeframe by which you could expect to hear from me concerning the outcome of our review of your father's medical care prior to his death at Holy Cross Hospital in March 2003. **As you are well aware, you brought these concerns to us after almost one year, based on your review of the medical record and your recollections of the events surrounding your father's death.** Please try to understand that that we will move as quickly as possible consistent with a thorough, open and fair inquiry. As I suggested we might do in my previous letter, we have sent the case for outside physician review and must await that and any further analysis we feel appropriate following it.

In truth, Dr. Eig's office was aware of my concerns while my father was still alive.

Based on your letter I am concerned that any resolution we achieve that does not completely agree with your conclusions will fail to satisfy you. It appears that you have irrevocably decided what outcome we should reach. I am especially concerned and distressed with your injudicious use of the word "murder" in your recent letter. **I assure you that we will work to reach a conclusion that is based on facts and is fair to all concerned.***

I hope to report back to you within the next 30 days.

Sincerely,

Blair M. Eig, M.D.
Senior Vice President, Medical Affairs

BME:jhk

cc: **Customer Relations Department**

Customer Relations Manager noted my concerns about Dr. Weiner 2 days prior to my father's death, testifying that she considered them very serious and that she promptly notified the Medical Affairs office of Dr. Blair Eig. Eig's office failed to take any action.

* With facts now known, has a conclusion that is fair to all concerned been reached?