

From: "jeffrey E." <jeevacation@gmail.com>

To: Karina Shuliak <[REDACTED]>

Subject:

Date: Sat, 18 Oct 2014 11:26:33 +0000

Dear group leader,

thank you for taking the time yesterday to discuss with me an issue that I have been trying to understand now for weeks,- namely the graduation requirement that is referred to as the "encounter rate". I am still perplexed as to how this number is calculated and would appreciate a written explanation of its formula so that i may adjust my schedule as needed. I understood from our conversation that it is a computer generated number, but without the details find it difficult to make the necessary course correction. With your help, I would like to map out a schedule to enable me to comply with all graduation requirements so that I may be certain to meet them on time. At the least, it seems highly questionable that If patients cancel their appointments, especially at the last minute, that their irresponsibility should in any way have a negative impact on my performance rating.

I look forward to receiving your response and am willing to meet at any time convenient for you.

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please note

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