

Subject: Re: PET/MRI test results, PET/CT scan refund
From: Anuj Gupta <anuj@houseofdiagnostics.com>
Date: 3/7/18, 2:07 AM
To: Michal Siemaszko <mhsiemaszko@fastmail.net>
CC: drjena2002@gmail.com

Mr.Michal ,

Sorry for the inconvenience.

I can Refund the full amount of PET/CT but I can not Refund the amount of Doctor consultantion Fee as it is not Refundable.

On Tue, 6 Mar 2018 at 9:53 PM, Michal Siemaszko <mhsiemaszko@fastmail.net> wrote:

Mr. Gupta,

I am very disappointed with how things went today at Apollo Hospital.

I did not travel 6000+ km, consulted you via email prior to coming to Delhi and confirmed availability of tests that need to be done, provided all the necessary documentation including referrals, to be treated this way.

I showed up on time both yesterday and today. Today, I paid for test, got undressed, was waiting to have the test done, then suddenly test got cancelled; I paid for consultations with doctors at Apollo who agreed to have the test done, then again test got cancelled; for over 4 hours I patiently waited, to be lied to multiple times during the day.

In addition, PET/MRI results I should have received right after the test - copy of DVD with DICOM data - maximum 30 minutes after test was done yesterday; that to this day I have not received complete data, considering how many lies were told during the course of today, makes me very suspicious of what I actually received. These tests are done as part of an investigation into criminal assault. You apparently have not grasped what is being done, or did and that's why you took my time and money, with absolutely no relevant results.

Tests I did previously, on lower resolution devices, clearly showed there are problems to be addressed. USG tests done several times clearly showed there are problems to be addressed. All the symptoms and documentation provided - was effectively ignored.

I expect full refund for PET/CT scan which was not done, as well as refund for consultations with your doctors (urologist, neurologist) which were only done in order to confirm PET/CT needs to be done, which was denied even though they approved it.

It is unacceptable to wait for copy of DVD with DICOM data over two days - I understand it takes time to prepare report, but it's never a problem to provide a copy of raw DICOM data right after test is done, this is how this is practiced, including at two different imaging centers I visited today, i.e. **copy of DICOM data is provided within max. 30 minutes after test is done.**

Again, I am very disappointed with what I can only call very irresponsible behavior.

By end of tomorrow I expect to be refunded for, again PET/CT and doctor's consultations. PET/MRI results - whatever it is I'm actually given - are irrelevant to me at this point.

Regards,

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Michal H. Siemaszko

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Thanks & Regards,

Anuj Gupta

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