

Re: EPS - offer for Mr. Siemaszko - refund, results via email

From: Michal Siemaszko <mhsiemaszko@fastmail.net>
To: jakub@eupatient.com
Cc: eps@eupatient.com
Subject: Re: EPS - offer for Mr. Siemaszko - refund, results via email
Date: Tuesday, December 15, 2015 10:58 PM
Size: 35 KB

Mr. Geier,

In case you did not read carefully my last email: cancellation was due to incompetence of Mr. Slotz. I specifically mentioned in emails prior to paying and booking appointment what is required; at last minute YOU changed schedule and cancelled tests which were already paid for - MRI was supposed to be done on Monday, Spermogram suddenly became unnecessary, Uroflowmetry I had to remind about, the Digital examination did not take place either.

This completely useless trip has cost me time and money. Conduct of Mr. Slotz was unprofessional and completely contrary to what my expectations were, the cancellation of selected tests and sudden rescheduling unacceptable.

You should not expect I will accept any more costs on my part.

My expectations were clearly mentioned:

- results of laboratory tests (blood, biochemicals, hormones, serology, STD, kidneys, urine cultivation) should be emailed to me to this email address
- funds should be transferred to account No.: CZ9820100000002200838018, BIC/SWIFT: FIOBCZPPXXX

The difference between the MRI and non-MRI package from the two offers you presented me few weeks ago was 650 EUR. There were 3 other tests that were NOT done (again, reminding you, these were rescheduled at last moment or cancelled by Mr. Slotz for some reason). I expect to receive at least 800 EUR as refund to account mentioned above.

Mr. Geier, I hope I make myself clear - shifting responsibility to me or spinning this as "my decision", despite facts to the contrary, will not be accepted.

Regards,

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Michal H. Siemaszko
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On Tue, Dec 15, 2015, at 02:11 PM, jakub@eupatient.com wrote:

Good afternoon, Mr. Siemaszko,

I respect your decision. Yesterday I informed the Clinic about it and asked for reimbursement for the care which has not been provided. According to the contract, the care was paid in advance - I now wait for the confirmation of the amount. I would like to announce, there may be some storno fee because of the last-minute cancellation.

I will forward you the results, medical report and the final settlement after the Clinic complete it.

With kind regards,

Jakub Geier

Mgr. Jakub Geier
www.eupatient.com



On 2015-12-14 11:50, Michal Siemaszko wrote:

Mr. Geier,

I'm sorry but Dr. Slotz appears unqualified to properly diagnose this condition.

I expect a refund of tests that were NOT done or were to be done tomorrow:

- Uroflowmetry
- MRI
- Sperm cultivation test incl. spermiogram
- Digital examination of rectum

Funds should be transferred to account No.: CZ982010000002200838018, BIC/SWIFT: FIOBCZPPXXX

I will be leaving Prague in the next two hours, so results of laboratory tests (blood, biochemicals, hormones, serology, STD, kidneys, urine cultivation) should be emailed to me to this email address.

Regards,

--

Michal H. Siemaszko
7th Ray Labs LTD
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On Sun, Dec 13, 2015, at 10:23 AM, jakub@eupatient.com wrote:

Good morning Mr. Siemaszko,

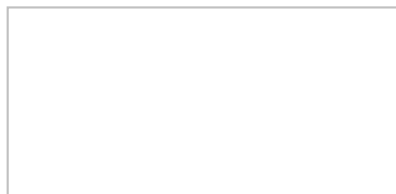
I hope you had a pleasant journey. We will meet tomorrow morning at the Clinic.

In case you will need any help, you can call me directly on +420 724 773 007

With kind regards,

Jakub Geier

Mgr. Jakub Geier
www.eupatient.com



On 2015-12-11 12:46, Michal Siemaszko wrote:

Dear Mr. Geier,

Thank you for this detailed response.

Regarding your questions:

- 1) MRI - no, I have no metal objects (piercings, earrings, etc.) nor implants (afaik)
- 2) Meetings @ 8:45 - confirmed; I would appreciate a direct mobile phone number if possible, so I can contact you directly in case I might be running late

Kind regards,

--

Michal H. Siemaszko
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On Thu, Dec 10, 2015, at 01:30 PM, jakub@eupatient.com wrote:

Good afternoon, Mr. Siemaszko,

On behalf of the EPS, I would like to thank you for your payment.

On Monday you have a scheduled consultation with the Chief of the Urology Clinic. The address is UroKlinikum, Sokolská 35, Praha 2 - Nové Město. **Prim. Jozef Slotz, MD, MBA** speaks fluent English and will discuss with you the problems you're having and do the initial examination. Below please find his short CV:

Josef Stolz, MD, MBA was born in 1968. He specialises in urooncology and andrology.

Education:

- Charles University Prague - Faculty of Medicine - graduate 1994
- Specialization in urology - First degree (1994)
- Specialization in urology - Second degree (2001)

He regularly takes part at various seminars and specialist congresses. He also contributes to many specialist magazines and publications, both Czech and international. He give lectures at the Charles University II. faculty of Medicine. Josef Stolz is a member of the Czech Urology Society (Česká urologická společnost) and European Association of Urology.

The consultation with Dr. Stolz takes place at 9:00 a.m. Would be suitable for you if we meet at the Clinic at 8:45 a.m.? The offices are in the building on the 3rd. floor.

The MRI examination will take place after the consultation at the laboratory, outside of the Urology Clinic. You will be accompanied there by Dr. Čadilova from the Urology Clinic. The examination will be done with the application of the contrast agent. It requires about a hour till the injected liquid starts to effect. The procedure itself takes approx. 30 minutes. For

the execution of MRI test, I need to ask if you have any metal plates, clips, implants or other objects?

On Tuesday the Spermogram test will take place near the Clinic in a specialized Center for Assisted Reproduction (CAR). The address is Apolinářská 18, Praha 2 - Nové Město. You have scheduled test at 9:00 a.m. Is it suitable for you we can meet at 8:45 there?

Dr. Stolz will discuss with you also a time of the second consultation on Tuesday, after the results will be prepared.

I understand you already have the accommodation for the stay in Prague. Therefore I can help you with the transportation. However the Clinic is located in the very center of Prague. If you wish to order a taxi for Monday morning, please let me know and I will arrange it for you. I am attaching the price-list of our facultative services.

Should you have any questions, please do not hesitate to contact me.

Mr. Siemaszko, I hope you will have a pleasant journey to Prague. I look forward to meet you on Monday.

Yours faithfully,

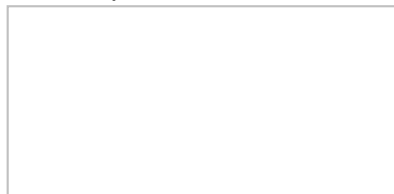
Jakub Geier

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Mgr. Jakub Geier
www.eupatient.com



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