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From: <Christina.Freese@spectrumhealth.org>

Date: Sat, Feb 2, 2019 at 8:00 AM

Subject: confidential secure: response

To:

Cc: <James.Bonner@spectrumhealth.org>

XXXXXX,

Thank you for your letter and feedback. We agree with you that a more transparent process is necessary. I have shared your suggestion with our Spectrum Health Medical Group leadership so that we can apply this suggestion into our workflow. I am sorry we lost your trust and confidence. We wish to continue to help you be healthy.

Best regards,

Tina Freese Decker  
President & CEO, Spectrum Health

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