



Regional
Women's Health Group, LLC

September 23, 2013

Lindsay Scarborough Switzer
803 Ninth Street
Somers Point, NJ 08244

Dear Ms. Switzer,

I'm writing to inform you that the letters you emailed to Dr. Bravoco and Dr. Korzeniowski at Somers Manor Obstetrics and Gynecology regarding your most recent experience with Dr. Natalia Rezvina have been raised to the highest levels of the organization. As Chief Medical Officer and head of the Quality Assurance Committee for Regional Women's Health Group, I consider issues of this nature of paramount importance. I reviewed these letters with the Group's President and CEO, Frank Caso, as well as the Director of Human Resources, Melinda Curtis. On behalf of the entire Group and especially on behalf of Dr. Rezvina, allow me to formally apologize for her bedside manner in this situation as well as offer the enclosed formal, written apology from her.

We have heard your concerns and would like to assure you that everything has been documented in Dr. Rezvina's record and the matter has been discussed with her in detail. We are taking steps to address your concerns appropriately, including enrolling Dr. Rezvina in a behavior modification course to develop a more patient-friendly approach to communication.

Please accept our apology which is offered to you with sincerity and a genuine attempt to rectify this uncomfortable scenario. We appreciate your open and honest communication with us regarding your experiences and hope they are more positive in the future.

Sincerely,



Thomas R. Kay, M.D.
Chief Medical Officer

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