

February 24, 2009

Michael Andrew Henshaw
Oakwood Veterinary Hospital, P. C.
924 Hastings St.
Traverse City, MI 49686

Dear Mr. Henshaw,

The purpose of this letter is to request a refund in the amount of \$200.88 paid for professional veterinary services which were paid for but not provided.

On January 23, 2009, I, your client, arrived at your facility to pick up a surgical patient (cat named Maggie). Only moments after arriving through the front door you, Michael Henshaw, D.V.M., whom I had never met, became infuriated, and said "well you can get yourself another veterinarian" and "you're not welcome here anymore" in response to my question concerning the standard of care your corporation provided, based on your disturbing phone call to me on January 22, 2009, at 1:04 p.m. At that moment Oakwood Veterinary Hospital, P. C., did wholly force a unilateral abandonment of its client and its patient.

The bill of \$200.88 was paid under duress which included an inappropriate expense for five morphine syringes.

A request was then made to visually inspect the patient before leaving the premises, which was granted. Once shown to an exam room the now very visually angry veterinarian brought the cat in a container into the room. Because of your repeated threat of physical violence towards me, "frankly, if we were out in the parking lot this whole conversation would go differently-- would you like to go out there I'm okay with that-- you're an asshole ⁽¹⁾" no meaningful examination could be conducted. It is disturbing that your corporation would allow a standard of care which permits an unsupervised and obviously angry employee into an exam room without another person being there to protect the public from the implied threats of physical violence.

If you would take the time to talk with Dr. Cozzens, Dr. Nowak ⁽²⁾, Brenda, and others on your staff you would find that I have an open and friendly disposition and have always promptly paid for your organization's professional services.

As 30 days have elapsed since the procedure I am satisfied that the cat has recovered both physically and behaviorally. I would like to settle this matter amicably if the refund request is honored. I hope to hear from you within 30 days or March 26, 2009. After that date this offer of final settlement shall be null and void.

Yours truly,

References:

1. Digital audio recording made at 10:10 a.m , February 23, 2009. Ref: <http://www.highprofile.net/html/ovh.html> (6901008441.mp3 102 KB)
2. Robin Nowak D.V.M, Elk Rapids Animal Hospital (231) 264-6700
3. Corporate Identity, Oakwood Veterinary Hospital, P.C., ID Number 01183K, resident agent Michael A. Henshaw, date of incorporation 11/16/2007