

Lisa Taylor-Austin
[REDACTED]
[REDACTED]

24 January 2009

VIA CERTIFIED LETTER

Donald DeForge, DVM
Silver Sands Vet Center
17 Seemans Lane
Milford, CT 06460

Re: Your package, Certified Mail 7008 2810 0001 6441 1012

Dear Dr DeForge:

I signed for Simba's medical records at the post office yesterday. What you sent me is an incomplete medical chart. The information sent is all information I already had. Medical notes are missing from the packet you sent me. These are crucial to have for Simba's medical care. Please send these as soon as possible or fax them to me at (203)878-3738.

I am very confused why your letter of 1/19/09 states that you were told I was receiving medical care elsewhere. I have an email from you dated 1/6/09 which states you did not want to see Simba and that you wanted me to take her to VCA Norwalk. Your 1/19/09 letter also states "you have voluntarily removed yourself from the care of Silver Sands Primary and Urgent Care Center...." This is not true. On 1/5/09 you called me and told me to pick Simba up from your facility and transport her to Norwalk VCA, which I did. On 1/6/09 you informed me that you did not want to see Simba. Because of your direction and email she is receiving medical care through VCA and the complete medical records from your facility are urgently needed for her medical care.

Please expedite my receipt of her complete medical record.

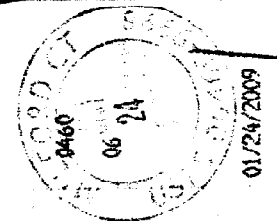
Thank you,

Sincerely,

Lisa Taylor-Austin

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
Electronic Mail Only. No Postmark. Delivery Guaranteed.

MILFORD CT 06460



\$0.42
\$2.70
\$2.20
\$0.00
\$5.32

01/24/2009

4ETS EEPH 0000 DEZE 0002

Handwritten notes and signatures, including "Simba" and "Lisa Taylor-Austin".

Disclaimer:

“Lisa Taylor-Austin believes there was merit to her claims that Dr. Deforge negligently cared for her cat, Simba, and that he misrepresented whether he was a Board-certified dental specialist. Dr. Deforge denies these claims and asserts that the Department of Public Health’s veterinary board cleared him of any wrong doing. However, Dr Deforge agreed to pay \$7,500.00 to compensate Ms. Taylor-Austin because he believed the risks inherent in any lawsuit and the cost of missing two weeks from his practice made it imprudent to go to trial.”

Note: My guardian’s costs for my medical care and all legal avenues exceeded \$20,000.