



The Silver Sands Veterinary Center
Primary ER & URGENT CARE
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The Connecticut and New York Oral Care Specialty Centers
 1-800-838-3368 for appointments, consultations, oral prescriptions

Medical Director Primary ER and Critical Care Center: DH DeForge, VMD, FAVD, FWAR, Affil AGD
 Adjunct Northwestern CT College and Mercy College-Oral Radiology, Oral Surgery, and Periodontology
 Special Communication to Lisa-Taylor Austin
 From Dr. Don DeForge
 29 January 2009

I am sending this as an attachment to the E-mail that I am sending to you. An earlier E-mail has frozen in AOL. You may get this and the other mailing. They are substantially the same.

1] First I want to apologize....I did not get your Certified Mailing till today. I did not sign for your mailing. It was signed by a staff member and left in a pile of mail. I am behind in my mail because of a rigorous surgery schedule between CT and Long Island.

2] Before I opened your Certified Mailing or even knew it was in my Center, I was told that a representative of Attorney Lynch left \$2.00 and a letter for me. I never met this person. I was told by the front desk that he did not identify himself with any credentials and was rude to the front desk with others in the waiting room. Mrs. Austin you know that our front desk is always kind and answers everyone's questions. Attorney Lynch should be notified of the negative behavior of his representative. The \$2.00 is being returned to you with a copy of the letter from Mr. Lynch's representative.

Refus. of service

3] I want to review a time chronology with you. I have explained this to you on the phone but it is important to review once more:
 I offered you an Internal Medicine consult when I saw that Simba was anemic. This was not our in house lab. This testing was done by Antech Medical Labs.....one of the largest veterinary medical labs in the northeast. You said that you wanted that consult. I also told you around Jan04/05/06 that it would not be in Simba's best interests to have me involved with her medical care when Internal Medicine was trying to find our all non-surgical problems that she was suffering with necessitating referral. Surgery always takes second seat to Internal Medicine when non-surgical problems appear. This happens in human and in veterinary cases. It is routine.

4] On 17Jan2009 you requested copies of all dental x-rays. They were immediately sent. Two days later you asked for a third copy of all medical records and communications to you. When someone asks for all of this information when it has already been provided in detail, it means the individual has found another veterinarian that they wish to develop a relationship with immediately. These again were sent immediately-Certified Mailing-I actually missed the Inauguration of our President taking these records to the post office myself. I want to assure you that the computer records are an extension and broadening of any hand written notes. There is NOTHING in written, lab, or x-ray form that you do not have. I want to reiterate that I did not dismiss you from our practice. We were here to help and did so with exactitude, excellent communication, and referral to a specialty center for internal medicine scrutiny. You cannot ask anymore.

Refus. to send medical records

5] Your new VCA hospital should call me if they have questions about the surgery. It would be recommended that they call Dr. Kittrell, DipACVIM for her comments. Dr. Kittrell spoke to me a few days ago and told me the mouth looked terrific but that a final internal medicine disposition was not yet concluded. I have communicated with the referral center and given them all data.

I JUST WANT TO END THIS LETTER BY TELLING YOU THAT WE ALL CARE ABOUT SIMBA ..AT SILVER SANDS PRIMARY AND URGENT CARE.

-Please place this communication in your medical record file and send me an E-mail stating you have received this communication

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.