

**OFFICE OF CONSUMER ADVOCATE**

**DIRECT TESTIMONY**

**OF**

**MICHAEL T. BERSTLER, M.D.**

**In Re Rehabilitation Center of Allison, Iowa**

**Docket No. FCU-2012-0019**

**October 30, 2013**

1 **Q: Please state your name.**

2 A: Michael T. Berstler.

3 **Q: What is your profession?**

4 A: Medical doctor.

5 **Q: Do you have a specialty?**

6 A: Family practice.

7 **Q: Where is your office located?**

8 A: Waverly, Iowa.

9 **Q: Are you aware that the Rehabilitation Center of Allison filed a complaint with**  
10 **the Iowa Utilities Board regarding the failure of calls and faxes, including calls**  
11 **and faxes from the Waverly Health Center, to complete to the Rehabilitation**  
12 **Center of Allison?**

13 A: Yes

14 **Q: Would you accept my word that the complaint was filed on September 24,**  
15 **2012?**

16 A: Yes.

17 **Q: Do you have personal knowledge of the difficulties?**

18 A: Yes. On two occasions, I attempted to place telephone calls to the Rehabilitation  
19 Center of Allison, but the calls would not go through. As best I can remember, I  
20 attempted to place these calls from the Waverly Health Center, which is the  
21 Waverly Hospital.

22 **Q: Do you remember the dates?**

23 A: Not off the top of my head.

1 **Q: Can you identify Exhibit KM-4?**

2 A: Yes. An e-mail exchange between Kathy Miller and me on July 7, 2011,  
3 concerning these same two calls.

4 **Q: Does Exhibit KM-4 refresh your recollection of the dates of the calls?**

5 A: Yes. Saturday, July 2, 2011, and Thursday, July 7, 2011.

6 **Q: Do you recall whether you attempted to place these calls using one of the**  
7 **hospital's phones, as opposed to, say, your cellphone?**

8 A: Not fully sure but mostly likely hospital.

9 **Q: Is there anything you would like to add?**

10 A: Not at this time.

11 **Q: Does that conclude your testimony?**

12 A: Yes.

STATE OF IOWA                    )  
  ) ss.  
COUNTY OF BREMER            )

I, Michael T. Berstler, being first duly sworn on oath, depose and state that that I am familiar with the contents of the foregoing testimony and that the foregoing testimony is true and correct to the best of my knowledge and belief.

/s/ Michael T. Berstler, M.D.  
Michael T. Berstler

Subscribed and sworn to before me this 22 day of October, 2013.

/s/ Mary Mihm  
Notary Public

My Commission expires: April 5, 2015