

**OFFICE OF CONSUMER ADVOCATE**

**DIRECT TESTIMONY**

**OF**

**AMY HYLTON**

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

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

**October 30, 2012**

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

2 A: Amy Hylton

3 **Q: By whom are you employed?**

4 A: ABCM Corporation.

5 **Q: Is there a relationship between ABCM Corporation and the Rehabilitation**  
6 **Center of Allison?**

7 A: Yes. ABCM Corporation operates numerous rehabilitation centers, long-term care  
8 facilities, and independent and assisted living communities throughout the state of  
9 Iowa. The Rehabilitation Center of Allison is one of these facilities.

10 **Q: What is your position?**

11 A: Care Liaison

12 **Q: Are you assigned to one facility or to more than one facility?**

13 A: Multiple facilities.

14 **Q: Would you please briefly explain what your employment entails?**

15 A: I assess potential nursing home residents at the hospitals and in their homes. Once  
16 I have completed the assessment I fax the information to the care center. I also  
17 make multiple calls to the care center confirming receipt of fax as well as to answer  
18 any questions they may have and make admission arrangements.

19 **Q: Are you aware that the Rehabilitation Center of Allison filed a complaint with**  
20 **the Iowa Utilities Board regarding the failure of calls and faxes to complete to**  
21 **the Rehabilitation Center of Allison, including calls and faxes from the**  
22 **Waverly Health Center and the Shell Rock Clinic?**

23 A: Yes.

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

2 A: Yes.

3 **Q: Do you have any knowledge that would substantiate the claim that calls and**  
4 **faxes were not completing from the Waverly Health Center or the Shell Rock**  
5 **Clinic to the Rehabilitation Center of Allison?**

6 A: Yes. On multiple occasions, I attempted to fax medical charts from the Waverly  
7 Health Center to the Rehabilitation Center of Allison. When I called to confirm the  
8 faxes had gone through, I was told they had not gone through.

9 **Q. What did you do?**

10 A. I drove from Waverly to Allison in order to drop off the medical charts because the  
11 faxes would not go through.

12 **Q: How many times did you do that?**

13 A: Minimum of five.

14 **Q: Do you recall the dates?**

15 A: No.

16 **Q: In 2012 and perhaps early 2013, were there other occasions when you**  
17 **experienced difficulty placing calls to the Rehabilitation Center of Allison?**

18 A: On perhaps 35 occasions during that time frame, I could not get calls to go through  
19 to the Rehabilitation Center of Allison from my cellphone.

20 **Q: Do you know the dates?**

21 A: No.

22 **Q: What happened when you attempted to place those calls?**

1 A: The phone would ring once and then terminate the call or the phone would be  
2 answered by the Rehabilitation Center of Allison and then end the call.

3 **Q: Do you recall where you were when you attempted to place those calls?**

4 A: Most of the calls were probably placed from Allen Hospital or Covenant Medical  
5 Center, both in Waterloo, Iowa. Calls would also be placed from Waverly Health  
6 Center and from various areas in the Waterloo and Waverly communities as I  
7 travelled between entities.

8 **Q: Who is your cellphone carrier?**

9 A: US Cellular.

10 **Q: Did the problem with calls placed from your cellphone eventually stop?**

11 A: Yes.

12 **Q: When?**

13 A: Sometime last spring.

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

15 A: Not at this time.

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

17 A: Yes.

