

OFFICE OF CONSUMER ADVOCATE

DIRECT TESTIMONY

OF

MELISSA REWERTS-JOHNSON, L.P.N.

In Re Rehabilitation Center of Allison, Iowa

Docket No. FCU-2012-0019

October 30, 2013

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

2 A: Melissa Rewerts-Johnson.

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

4 A: Shell Rock Clinic, Shell Rock, Iowa.

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

6 A: Nurse.

7 **Q: Are you aware that the Rehabilitation Center of Allison filed a complaint with**
8 **the Iowa Utilities Board regarding the failure of calls and faxes, including calls**
9 **and faxes from the Shell Rock Clinic, to complete to the Rehabilitation Center**
10 **of Allison?**

11 A: Yes

12 **Q: Would you accept my word that the complaint was filed on September 24,**
13 **2012?**

14 A: Yes.

15 **Q: Do you have an understanding as to whether personnel at the Shell Rock**
16 **Clinic, prior to that date, experienced difficulties completing calls and faxes to**
17 **the Rehabilitation Center of Allison.**

18 A: Yes. We did.

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

20 A: Yes. We experienced repeated difficulties with the faxing of electronic medical
21 records (EMRs), progress notes in particular.

22 **Q: Please explain.**

1 A: The physician assistant, Shannon Hull, P.A., and I would do rounds twice a month
2 at the Rehabilitation Center of Allison. In advance of the trips, we would fax the
3 progress notes to the Rehabilitation Center of Allison. On our end, it would appear
4 the faxes had gone through. When we got to Allison, however, the records would
5 not be there. This went on for at least six months. Eventually, we started mailing
6 the records.

7 **Q: Do you recall the dates when these difficulties occurred?**

8 A: No.

9 **Q: Do you recall when you started mailing the records?**

10 A: At least by fall 2012. Possibly earlier.

11 **Q: Were there occasions when you were aware on a real time basis that faxes had
12 not gone through?**

13 A: No.

14 **Q: Did you at times experience difficulties placing phone calls from the Shell
15 Rock Clinic to the Rehabilitation Center of Allison?**

16 A: Yes. My experience was that the calls would eventually go through if you waited
17 long enough. There was a long lull or period of silence, perhaps 15-30 seconds.

18 **Q: Do you recall when or how often that occurred?**

19 A: No.

20 **Q: What phone were you using when you placed these calls?**

21 A: Shell Rock Clinic phone.

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

23 A: Not at this time.

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

2 A: Yes.

STATE OF IOWA)
) ss.
COUNTY OF BUTLER)

I, Melissa Rewerts-Johnson, 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/ Melissa Rewerts-Johnson
Melissa Rewerts-Johnson

Subscribed and sworn to before me this 24th day of October, 2013.

/s/ Mary Mihm
Notary Public

My Commission expires: April 5, 2015