

OFFICE OF CONSUMER ADVOCATE

DIRECT TESTIMONY

OF

LORI SHARP, R.N.

In Re Rehabilitation Center of Allison, Iowa

Docket No. FCU-2012-0019

October 30, 2013

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

2 A: Lori Sharp.

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

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

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

6 A: Triage 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. On several occasions I used my personal cellphone to place calls to Karen
21 Souhrada's personal cellphone at the Rehabilitation Center of Allison because calls
22 and faxes from the Shell Rock Clinic phone lines to the Rehabilitation Center of

1 Allison would not complete. The main problem was faxes, but there were also
2 occasions when the phone calls would not complete.

3 **Q: What happened when you tried to place the phone calls?**

4 A: Sometimes, I might wait ten seconds, then the phone would ring, then it would go
5 dead. Sometimes, I thought maybe they could hear me, but I could not hear them.

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

7 A: No.

8 **Q: What fax line were you using when the faxes would not go through?**

9 A: Shell Rock Clinic.

10 **Q: What phone line were you using when the calls would not go through?**

11 A: Shell Rock Clinic.

12 **Q: A landline phone at the facility?**

13 A: Yes.

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

15 A: Not at this time.

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

17 A: Yes.

STATE OF IOWA)
) ss.
COUNTY OF BUTLER)

I, Lori Sharp, 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/ Lori Sharp
Lori Sharp

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

/s/ Mary Mihm
Notary Public

My Commission expires: April 5, 2015