

**OFFICE OF CONSUMER ADVOCATE**

**DIRECT TESTIMONY**

**OF**

**JERRY TIEDT**

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

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

**October 30, 2013**

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

2 A: Jerry Tiedt.

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

4 A: Waverly Health Center, Waverly, Iowa.

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

6 A: Director of Information Services.

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 Waverly Health Center and the Shell Rock Clinic, to**

10 **complete to the Rehabilitation Center 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 Waverly Health**

16 **Center and the Shell Rock Clinic, prior to that date, experienced difficulties**

17 **completing calls and faxes to the Rehabilitation Center of Allison?**

18 A: It is my understanding we did.

19 **Q: Did you, or to your knowledge did anyone at the Waverly Health Center or the**

20 **Shell Rock Clinic, keep a log of or track the difficulties?**

21 A: No.

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

23 A: No.

1 **Q: Are you familiar with the organizational structure of the Waverly Health**  
2 **Center and the Shell Rock Clinic?**

3 A: Yes. The Waverly Health Center is a municipal hospital with an elected board of  
4 directors. The Shell Rock Clinic is owned by the Waverly Health Center and is a  
5 part of its corporate structure.

6 **Q: Is the Waverly Health Center affiliated with one of the larger health care**  
7 **systems in the state?**

8 A: No.

9 **Q: How long has the Waverly Health Center owned the Shell Rock Clinic?**

10 A: About two years. We built a new facility in Shell Rock. It opened in January  
11 2012.

12 **Q: Who is the local telephone carrier for the Waverly Health Center?**

13 A: CenturyLink.

14 **Q: Who is the presubscribed long distance carrier for the Waverly Health**  
15 **Center?**

16 A: CenturyLink.

17 **Q: Who is the local telephone carrier for the Shell Rock Clinic?**

18 A: Butler Bremer Communications.

19 **Q: Who is the presubscribed long distance carrier for the Shell Rock Clinic?**

20 A: CenturyLink.

21 **Q: Are all telephone calls placed from the landline phones at the Shell Rock**  
22 **Clinic routed through local carrier Butler Bremer Communications?**

23 A: Yes.

1 **Q: Are all faxes sent from the Shell Rock Clinic routed through local carrier**  
2 **Butler Bremer Communications?**

3 A: No. Electronic medical record (EMR) faxes initiated at the Shell Rock Clinic are  
4 actually sent from the Waverly Health Center and are therefore routed through local  
5 carrier CenturyLink. Occasional paper faxes from the Shell Rock Clinic are routed  
6 through local carrier Butler Bremer Communications.

7 **Q: What are the numbers of the phone lines at the Waverly Health Center from**  
8 **which the EMR faxes are sent?**

9 A: 319-352-4661, 319-352-4316, 319-483-1557.

10 **Q: That would be both for EMR faxes that originate in Waverly and for EMR**  
11 **faxes that originate in Shell Rock?**

12 A. Correct.

13 **Q: Does Airespring Inc. carry any telephone or fax traffic for the Waverly Health**  
14 **Center or the Shell Rock Clinic?**

15 A: No.

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

17 A: Not at this time.

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

19 A: Yes.

STATE OF IOWA                    )  
  ) ss.  
COUNTY OF BREMER            )

I, Jerry Tiedt, 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/ Jerry Tiedt  
Jerry Tiedt

Subscribed and sworn to before me this 18th day of October, 2013.

/s/ Jennie J. Waller  
Notary Public

My Commission expires: October 8, 2015