

August 9, 2019

Vermont Legal Aid, Inc.  
Office of the Health Care Advocate  
264 North Winooski Avenue  
Burlington, VT 05401

To whom it may concern:

I am in receipt of the letter to Southwestern Vermont Medical Center (hereafter "SVMC") related to the Financial Assistance Policy (hereafter "FAP"). The management team along with SVMC's advisors are examining the letter. Unfortunately, due to vacation season we have not had full attendance at our meetings and the Manager who oversees the policy is out of the country until after Labor Day. The team, via email unanimously suggested we schedule a meeting with your office so we can improve the FAP for the patients SVMC serves.

My Administrative Assistant, Theresa Smith will be contacting your office to schedule a mutually agreeable meeting where management can share its thoughts.

We look forward to meeting with your team to improve FAP for the patients we serve. In the meantime please do not hesitate to contact me at 802.447.5011.

Sincerely,



Stephen D. Majetich  
Chief Financial Officer