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Ms. Rebecca Grant
rebecca.grant07@yahoo.com
Via e-mail only

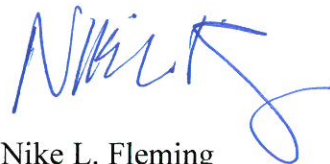
Dear Ms. Grant,

We received your letter addressed to Mr. Kates and Dr. Robillard dated October 18, 2015, and they have asked our office to respond on their behalf. We are sorry to hear of your disappointment with your husband's care at the University of Iowa Hospitals and Clinics.

University of Iowa Health Care takes your concerns very seriously. Your concerns have been reviewed by a number of individuals within our organization, including, as you are aware, Deborah Thoman, Assistant Vice President for Compliance and Accreditation, who worked closely with you earlier this year regarding some of your concerns. We have answered your questions to date to the best of our ability, particularly in light of the passage of time.

We appreciate your candor and willingness to bring these matters to our attention, however, we cannot accept your proposal. Pursuant to Iowa Code Chapter 669, as an instrumentality of the State of Iowa, any allegation of the type you describe must be resolved through the filing of a tort claim with the State of Iowa. Thank you again for bringing your concerns to our attention.

Sincerely,



Nike L. Fleming
Assistant General Counsel

NLF/csb