

I fax this letter
& did not have to
mail it out because
Universata, Inc. mailed me John's medical
records. I will need it
May 12, 2008

(1 of 8)

Mrs Celeste Robbs
335 Pomunjom Cir.
Oceanside, Ca. 92054
(760) 237-6389

Better Business Bureau
160 South Grant St.
Longwood, Florida 32750
(407) 621-3300, Fax (407) 7862625

To who it may concern,

On December 05, 2007,
I paid by money order receipt no.
49386108057, thirty seven dollars
and eighty two cents, (\$37.82) to
Universata Inc. Medical Records
Processing M/R, P.O. Box 403747,
Atlanta, Ga. 30384-3737, phone no.
(407) 523-6511, fax no. (407) 523-6512,
with a copy of my Durable Power of
Attorney and a copy of my photo ID.

They returned my Durable
Power of Attorney and photo ID,
they told me that I need to get

auth orization for the release of Medical Records form, before they could release the medical records belonging to my son John Hobbs, they didn't return my money order, with the durable power of attorney and photo I.D., they also told me once I received the authorization for the release of medical records, I could fax it in and they will put it on file.

I rec'd, the authorization form and fax it in and waited for the medical records, I did not receive it.

On January 30, 2008, I called and spoke to Ms. Annie about this problem, I asked her if they still had my money order and the power of attorney with the authorization to release my son's medical records she told me yes after looking into the file.

Mrs Annie told me that my sons medical records was mail out to me.

I told her I never received them to please re-send them to me again.

Also, to fax me a statement saying that I gave them the authorization signed by my son John Solles, to release his medical records and that my power of attorney & photo I.D is on file with the money order.

On January 30, 2008, Mrs Annie fax it to me. And told me she would make should that it will be re-send, to me. I waited but never rec'd his records also the fax said nothing about the money order. On April 24, 2008, I call and requested to speak to the supervisor Mrs Sherril, she asked me to call her back on May 1, 2008, she would have her worker to mail it out to me on Wed April 30, 2008, if I do not get it by May 1, 08 (Thu) call her back and she will give me the tracking number.

On May 1, 2008 (Thu)
I called back and left word on
the answer machine, I also call back
again and spoke to Mrs Myree and
told her about my problem, she told
me she would write a note and give
it to Mrs Sherril when she gets back
from lunch.

Mrs Sherril never return my
phone call or gotten it touch with
me.

The next day I spoke to Mrs
Sherril requesting my sons medical
records, she told me that the company
does not do business with the
state any more and all the records
from the state was returned to
where they came from and she no long-
er has the tracking number.

My sons medical records is
part of his court cause and I
do not believe Mrs Sherril was
telling me the truth.

(5 of 8)

I paid for medical records
and did not get them, please
intervene because its very el.
to me that they have no intention
to release my sons medical records
to me since I purchase them on
December 05, 2007.

Respectfully Yours
Mrs Celeste Bobbs

P.S.

Because the medical records
is needed for his court case for
the end of this month please
put a rush on their reply and
for me at home at (760) 237-
6389.

(6 of 8)

FIRST INVOICE

AMOUNT DUE	DUE DATE	INVOICE #
\$ 37.82	12/12/2007	319-643

RECORDS WILL BE RELEASED UPON RECEIPT OF PAYMENT IN FULL

Bill To
Celste Dobbs
335 Pomminjam Circle
Oceanside, CA 92054

Ship To
Celste Dobbs
335 Ponminjam Circle
Oceanside, CA 92054

P.O. Number	Sales Rep	Terms	Invoice Date
DOCOCG FL	LL	Net 15	11/27/2007

Quantity	Item	Description	Price Each	Amount
	Preparation Fee	Administer and Evaluate Protected Health Information (PHI) authorization and medical record request. REF: Dobbs, John Wesley DOB: 09/18/1974 PatientID: 06048638	37.82	37.82
36	Document Scan	Labor to select and scan medical documents pursuant to Federal HIPAA and State regulations.	0.00	0.00

We completed your record or work for the P.O. or Site. Notice: Accounts are due and payable on Terms (above) and may be paid by Credit Card (888-916-4788), Check (mail to above address with Invoice # on Check), or Money Order. Unless alternative arrangements are made with the approval of Universal, accounts more than 30 days delinquent may be subject to interest (12% APR) and collection fees. Bad check fee is \$25.00; You agree to pay all collection costs, reasonable attorney fees, and court costs, and interest associated with the collection of said debt.

**Processed at Orange County Government-
Department of Corrections. Thank you for your business.**

Total \$ 37.82

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**CORRECTIONS DEPARTMENT**Post Office Box 4970
Orlando, FL 32802-4970

(7 of 8)

Authorization for the Release of Medical RecordsDate: 1/1/08

Patient Name: _____

Date of Birth: 9/18/74 SS#: 376-86-5915 Phone #: _____Patient Address: Apalachee C.I. 35 Apalachee Drive. Sneads Florida 32460 *Dorm Q4 Bunk 203 Upper*I authorize Orange County Corrections Dept. to release medical information from my medical records to:Name: Celeste DabbsAddress: 335 Ponmumjom Circle Oceanside California 92054Phone: (760) 237-6389 FAX: _____**SPECIFIC DOCUMENTS TO BE RELEASED:**

- | | | |
|--|---|--|
| ☒ ALL Records | ☐ Face Sheet | ☐ Discharge Summary |
| ☐ History/Physical | ☐ Operative Reports | ☐ Consultation |
| ☐ Labs | ☐ Radiology Reports | ☐ Progress Notes |
| ☐ Physician Orders | ☐ Cardiology Reports | ☐ Nurses Notes |
| ☐ Medications | | |
| ☐ Psychiatric | ☐ HIV/AIDS | ☐ Drug/Alcohol |
| ☐ Specific Date(s) of service: <u>ASA? Upon request</u> | | |
| ☐ Hand Carry | ☒ Mail | ☒ FAX |

PURPOSE FOR INFORMATION:

- | | | |
|---|------------------------------------|--|
| ☐ Continued Medical Care | ☐ Insurance | ☒ Personal |
|---|------------------------------------|--|

This request is authorized to include any federal and/ or state protection under Florida Statutes 394.459(9) Psychiatric Information, 397.053/396.112 Drug and Alcohol Abuse Information, 381.009 HIV and AIDS related conditions and/ or 397.50(3) records of minor client.

NOTE TO REQUESTING PARTY: Florida statute has established guidelines and cost rates for the copying of records. Your signature on this form indicates your knowledge of this statement.

I understand that I have the right to revoke this authorization at any time. If I decide to do so, it must be done in writing and be presented to the Health Information Management department.

I understand that any disclosure of information carries with it the potential for an unauthorized redisclosure and the information may not be protected by federal confidentiality rules.

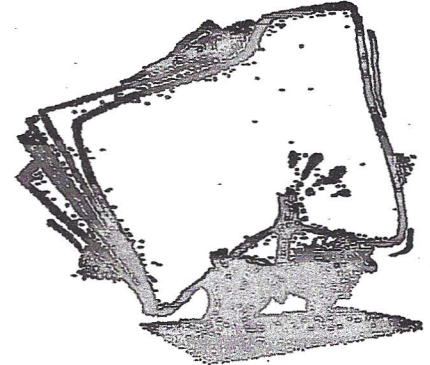
I hereby release Orange County Corrections Dept. and their employees, agents, officers and affiliates, from any and all liability, responsibility, claim, and damages which may result from the release of information authorized by the consent for release of information.

SIGNER: _____ Date: 1/1/08
(If not patient, state relationship)Form of ID verified: Dept of Corrections Inmate I.D. # C00618Witness: Heriberto Garcia # 848109 Date: 1/1/08

(8 of 8)

FACSIMILE COVER SHEET

UNIVERSATA Inc. - Florida
600 1/2 Silverton Street
Orlando, FL 32808
Phone: 407-523-6511
Fax: 407-523-6512



DATE: 1/30/08 TIME: 12:20pm # OF PAGES 2

TO: Celeste Dobbs FAX# 760-237-6389

FROM: Annie

COMMENTS:

Received by fax on 1/30/08 from
Ms. Celeste Dobbs the authorization signed
by her son John Dobbs, to release his medical
records to her.

On file Ms. Dobbs - ID
Power of Atty.

(A)

CONFIDENTIALITY NOTICE

The documents accompanying this telecopy transmission contain confidential information belonging to the sender that is legally privileged. This information is intended only for the use of the individual or entity named above. The authorized recipient of this information is prohibited from disclosing this information to any other party and is required to destroy the information after its stated need has been fulfilled, unless otherwise required by state law.

If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this telecopy in error, please notify the sender immediately on arrange for return of these documents.

(2 of 4)

May 19, 2008

Mrs Celeste Robba
335 Pomunigom Cir.
Oceanside, Ca. 92054
(760) 237-6389

Better Business Bureau
160 South Grant St.
Longwood, Florida 32750
(407) 621-3300, Fax (407) 786-2625

To whom it may concern,
On May 12, 2008, I wrote
the better business bureau, at 2 page
letter, requesting your intervention getting
the medical records that I purchase
in December 05, 2007, for thirty seven
dollars and eighty two cents, (\$37.82),
from Universita Inc., Medical Records
Processing M/R, P.O. Box 403747, Atlanta,
Ga. 30384-3737, 523-6512, Invoice no.
319-643.

On May 16, 2008 (fri) I received a package from Universata Inc. Medical Records Processing M.R.K.

The content of the package are as listed below:

1.) A total of forty four (44) pages, from Orange County Corrections Health Services Department, P.O. Box 4970 Orlando, Florida 32802, phone no. (407) 254-8306, fax no. (407) 836-3242, patient name - John W. Nobles, booking no. 06048638, sex - male, dob - 09/18/1974.

2.) Thirty three (33) pages are medical records.

3.) Twenty seven (27) pages, are medical records that are not signed by the doctor or person who examined John, and they are not signed by the different individuals whose name appear on each sheet of paper of the medical documents, also they are not dated by the different individuals.

4.) Only 1 page was signed, X-Ray Report, by Jason Liu, M.D. / Glenn radiologist and it was dated by him.

5.) 5, pages of witness signature with inmates signature and with dates.

6.) 1, page with inmate signature.

7.) 1, page authorization for release of Confidential information, dated on Sept. 12, 2007.

8.) 1, page authorization for the release of medical records, dated on Jan. 1, 2008.

9.) 2, pages of my "Durable Power of Attorney", (they made a copy of the durable power of attorney I send them and mail it to me, keeping my copy.)

10.) 1, page of my photo I.D. (they made a copy of my color photo I.D. and mail me a black and white photo I.D.)

11.) A duplicate copies of
Orange County Corrections Department
Agency Advisory Form - Arresting officer,
P/S S. Phelan, badge no. 0493, agency
0250, and signed.

12.) 3, pages of flyers

a.) HIV sticker

b.) psychiatric stamp

c.) drug/alcohol sticker

Being that the thirty three (33) pages
are medical records, and I paid \$37.82
(thirty seven dollars and eighty two
cents) I felt that I was not given
what I paid for. Also twenty seven
(27) pages of the medical records were
not signed by any doctors or authorized
person. I can reasonably conclude that
the unsigned medical records are not
authentic. I am requesting your interven-
ing, in getting the signed medical records.

Respectfully Yours
Mrs Celeste Hobbs

Better Business Bureau.

To whom it may concern

Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
May 20	12:13AM	Fax Sent	14077862625	2:11	4	OK

*I requested their intervention, to get the signed medical
Records for John's case Oct 25, 2008*

(1 of 3)

June 05, 2008

Mrs Celeste Sobbe
335 Pomunyon Cir.
Oceanside, Ca. 92054
(760) 237-6389

Better Business Bureau
160 South Grant St.
Longwood, Florida 32750
(407) 621-3300, Fax (407) 786-2625

To whom it may concern,
On December 05, 2007, I
paid thirty seven dollars and eight two
cents, (\$37.82) for my son's medical records
to Universata Inc. Medical Records Pro-
cessing M/R, P.O. Box 403747, Atlanta, Ga.
30384-3737.

Patient - John Wesley Sobbe, DOB: 9/18/74
ID: 06048638, The facility John was
attended by was Orange County Corrections
Medical Department, P.O. Box 4970, Orlando,
Florida 32802, (407) 254-8250 (supervis-
or of medical records, (407) 254-8306, Fax (407)
836-3241.

(2 of 3)

On May 16, 2008, I received what appeared at first glance John's medical records, I notice that all but one (1) of the documents were signed and dated by Jason Liu, M.D. radiologist.

The rest of the medical records were fraudulent, not only were they not signed and dated by the physicians that tend to his injuries, the information that was stated on the fraudulent documents did not support the police statements and the patient's health history (medical history).

Had it not been for the intervention of your establishment I would not have been given these fraudulent documents. Again I am request your help in getting the true legal medical records of John Sobbs.

On May 19, 2008, I fax the Better Business Bureau a four (4) page letter, informing you that I received fraudulent medical records and I listed the contains I received, I have

(3 of 3)

not received a response from your
establishment concerning this matter,
please feel free to fax me your response
at (760) 237-6389 at any time or
mail me your response to the above
address, please do not ignore my re-
quest for your help.

Sincerely Yours,

Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
Jun 5	4:14AM	Fax Sent	14077862625	0:41	1	OK

error

NO page ~~was~~ sent thru the Fax I had
to fax the 3 pgs again

Do Not

E-mail
This fax
use the other one
behind this one

HP Officejet J5700 All-in-One series

Fax Log for
Celeste Dobbs
7602376389
Jun 05 2008 4:17AM

Last Transaction

Date	Time	Type	Station ID	Duration	Pages	Result
Jun 5	4:16AM	Fax Sent	14077862625	1:34	3	OK