

**From:** Laham, Michael S  
**Sent:** Friday, July 07, 2006 8:06 AM  
**To:** EXT-Rainwater, Josephine  
**Cc:** Bodhaine, Debra J  
**Subject:** Boeing Total Access Request #2675037 Response

**Attachments:** Letter\_Group Health\_052506.doc

Ms. Rainwater:

Hello. My name is Michael Laham, and I work in the Multi-Mission Maritime Aircraft (MMA) Integration & Test – System Test group. I send you this e-mail in response to your posting of an answer to my Boeing Total Access Request #2675037, which I posted on 14 June 2006, text of which I reproduce below for your convenience (three paragraphs following):

"I write to inform Boeing of the unbelievable treatment Group Health gave my wife, where doctors turned a simple case of ringworm into a threat to her health. My wife told the doctor repeatedly not to prescribe medicine with steroids, but he gave her steroids anyway and lied about it. Result was a huge red rash on my wife's skin. In four subsequent visits to Group Health to resolve the rash, each doctor we saw refused to put in my wife's medical record that she is allergic to steroids. The dermatologist told us that some of the rash was due to the steroids but sold us medications for eczema/dermatitis, so we did not use them.

"Is this how Group Health wastes Boeing's health premium dollars? Can someone use Boeing's clout as premium payer to make Group Health refund us for co-payments for worthless doctor visits and useless/harmful drugs?

"We can furnish our detailed complaint and artifacts to the Boeing person handling this complaint, upon his/her written request."

The above posting was deliberately brief because the Boeing Total Access system limits a request text to 1,000 characters. The complete information you would need to help us resolve our problem with Group Health Cooperative is given in our letter of complaint that we sent to their customer service department on 25 May 2006, a copy of which I attach to this e-mail below:

<< Letter\_Group Health\_052506.doc 33 KB >>

We saw your response posted on the Boeing Total Access on 3 July 2006, for Request #2675037, which I reproduce below for your convenience:

"I have referred this matter to the appropriate Boeing and Group Health HMO personnel for assistance with your concerns. I will contact you directly after receiving a response. If you would prefer to contact me directly, I am Josephine Rainwater with Boeing Health and Insurance. My direct telephone number is 206-544-1193."

We (i.e., my wife and I) do not understand why this response is marked as "Resolved." To date, we have not received any response, either from Boeing Total Access or from Group Health, that gives a **meaningful** and **satisfying** resolution to this problem that Group Health's doctors created by giving my wife steroids after my wife specifically and repeatedly told their doctor not to prescribe steroids, and when a simple anti-fungal cream was all the medicine she needed for her ring worm. Also, we need a meaningful and satisfying response to (a) the refusal of Group Health doctors to enter in my wife's medical records that she is allergic to steroids, (b) reimbursement for co-payments for visits to resolve the rash that these steroids created and for worthless medicines

sold to us on prescription of Group Health doctors, and (c) incredibly rude treatment Group Health doctors gave to my wife. We therefore do not consider this problem at all resolved unless and until either Boeing Total Access or Group Health addresses **all** of our concerns in a **meaningful** way.

We await your response, and we hope that furnishing a copy of our letter of complaint of 25 May 2006 to Group Health gives you the full picture of what Group Health did to my wife. Please do not hesitate to contact me if you need further information on this matter.

Michael Laham  
BEMS ID #331157  
MMA Integration & Test –  
System Test  
Phone: 253 / 657-4136

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Group Health Cooperative  
POB34590  
Seattle, WA 98124-1590  
FAX # 206 / 901-6205

To Customer Service Department:

On 4/7/06, I, Elana Laham, came to the Tacoma Specialty Medical Center because I had a red shaped ring growth on my right breast for two weeks, and it suddenly started to itch profusely. A John Hoagland-Scher diagnosed me with ring worm. He prescribed the medication called Clotrimazole & Betamethasone Dipropionate Cream, which he instructed me to take four times a day for a month. He told me to see my primary care physician (PCP) if my condition did not resolve within a month. I asked him several times if this medication had any steroids in it, because I refuse to take anything with steroids in it. He told me that it was an antifungal cream and that it did not have any steroids in it.

On 5/10/06, I, Elana Laham, came to the Federal Way Medical Center because, although the red ring shaped spot on my right breast no longer itched and was now a small faded brown spot, I had suddenly broken out into a large blood red rash all over my right breast area. My PCP, Matthew B. Quick, told me that he thought it might be an allergic reaction to the medication I'd been taking for ring worm, which he informed me had steroids in it – Betamethasone is a steroid. When I asked him if he knew what the rash was, he said "You have an alien on your breast." Those were his exact words! He then told me to wait ten days to see if the rash would go away by itself.

On 5/12/06 I, Elana Laham, returned to the Tacoma Specialty Medical Center because, not only was my red rash not getting better, but it was spreading. A Yun-Sun Choe said that he thought that I had some sort of fungus, but he did not know what fungus. He then prescribed a different anti-fungal cream for me, called Miconazole Nitrate, that did not have any steroids in it, to see if it would help. He told me to follow up with my PCP if there was no improvement within three to five days. I then told Yun-Sun Choe that I was frustrated by the fact that neither he nor my primary care physician knew what was going on with me. To that he blurted out, "You think I don't know Jack S\*\*t about anything, don't you?" Those were his exact words!

On 5/16/06 I, Elana Laham, returned to the Federal Way Medical Center because the red rash on my breast was not getting any worse but it was not improving either. MY PCP, Matthew B. Quick, still did not know what my condition was and referred me to a dermatologist named Jill Rosenthal in the Tacoma Medical Center.

On 5/17/06 I, Elana Laham, returned to the Tacoma Medical Center to see dermatologist Jill Rosenthal. She diagnosed me as having Nummular Dermatitis and eczema on the spot on my right breast. She also diagnosed the rash on the rest of my right breast as dermatitis, of which she said that some of the redness might be due to the strong steroid in the first cream that John Hoagland-Scher prescribed. She also prescribed a series of medications for me to take to get rid of the dryness and irritation on my skin. I told her that it did not make any sense to me that what began as a red ring on my right breast, which was now a faded almost non existent small brown spot, was eczema, because this spot did not itch at all for the first two weeks that I had it! She had no response to this.

Because of her own above diagnoses, I therefore requested that she put in my medical file that I was allergic to steroids. But she refused, telling me "You are going to have difficulty in your life if you don't take steroids because steroids are found in most medications." Those were her exact words! She then said that I had a reaction to steroids, but that that did not mean I was intolerant or allergic to them. This makes no sense, because the meaning of the word allergic is "a reaction to a previously encountered substance resulting in SKIN RASH" (Random House Webster's College Dictionary p. 35). Per my request, Jill Rosenthal put in my FYI file that "I do not want steroids of any type". But against my wishes she also wrote, "Patient had neither an allergic nor an intolerance (to steroids)".

My visit with Jill Rosenthal made me feel that she did not know what she was talking about, so I decided not to use any of the medications that she prescribed for me. Instead, I continued using the anti-fungal non-steroid cream called Miconazole Nitrate. The red rash and the dryness of my skin is now completely gone and my right breast is back to normal, as of this letter.

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Due to all of the above, it has become clear to me, a lay person, not a doctor of any kind, that the anti-fungal cream called Clotrimazole & Betamethasone Dipropionate, the ingredients of which are respectively an anti-fungal medicine and a steroid, got rid of the fungus called ring worm, but at the expense of creating an allergic reaction. It has also become clear to me, a lay person, not a doctor of any kind, that the anti-fungal cream called Miconazole Nitrate, which does not contain steroids, got rid of the red rash that was an allergic reaction to the steroids. What I do not comprehend is why none of the above doctors that are providers for your health insurance group realize that:

- 1) I am allergic to steroids
- 2) I had the fungus called ring worm
- 3) I have a right not to use steroids

In addition your doctors were

a) very incompetent – ring worm is not rocket science, but neither Yun-Sun Choe, Matthew B. Quick, or Jill Rosenthal recognized that ring worm is what I had.

b) extremely rude – Yun Sun Choe's use of fowl language and Matthew B. Quick referral to my body's private parts..

c) Unprofessional – Jill Rosenthal commenting that most medications have steroids in them and therefore my life will be difficult if I don't use steroids, and her refusal via her own evaluation to put in my file that I am allergic to steroids, makes her sound like a glorified drug dealer trying to push harmful drugs on me, instead of a doctor concerned about MY health.

Putting in the FYI section of my medical file that I refuse to use steroids would not have prevented John Hoagland-Scher from giving me steroids against my wishes. Therefore, since I had an allergic reaction to steroids I demand that I be given a copy of my medical file showing the following statement has been added to it: "I, ELANA LAHAM, AM ALLERGIC TO STEROIDS AND THEREFORE UNDER NO CIRCUMSTANCES SHOULD BE GIVEN ANY STEROIDS". If you refuse to do this and I become harmed again because someone from your Health Care Provider List gives me steroids, I will file a law suit against you.

Had John Hoagland-Scher honored my request that I did not want any medication with steroids in it, I would not be writing this letter, because none of the other events would have transpired. Therefore, I demand a refund for all of the co-payments I had to make - 5 visit which total \$50.00. I will be happy to give you copies of my receipts for these disservices. Also, I demand a reimbursement for the drugs that John Hoagland-Cher prescribed for me because he gave me steroids without my permission. That is \$5.00 for Clotrimazole & Betamethasone Dipropionate Cream. I demand a reimbursement for the drugs Jill Rosenthal prescribed for me because they were not applicable to my condition and so I could not use any of them. They are as follows: \$15.00 for Tacrolimus Ointment, \$2.50 for Bacitracin, and \$6.95 for OT DML Moisturizer Lotion. I will be happy to give you copies of my receipts for these unused medications. I will be happy to return them to the pharmacy that they came from, so that someone there can verify that they have never been used. This is a total of \$29.45 for worthless medicine. Grand total is \$79.45.

Because you are supposed to be a health care facility, I hope that you possess the decency and morality to honor my justified and reasonable requests. If you do not resolve the above to my satisfaction, I may pursue legal action against you. I will also be keeping this correspondence for future reference. If you send me any correspondence(s) that are not interested in resolving the above but only wish to defend the incompetent, unprofessional, and rude manner in which your providers dealt with me, I will NOT read them!

Sincerely,

Elana Laham  
Group Health Number 02841648  
7104 Lindsey SE #207  
Auburn, WA 98092