

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR**

ACTION REFERRAL

TO <i>Supra</i>	DATE <i>2-14-12</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>100312</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR 	<input type="checkbox"/> Prepare reply for appropriate signature DATE DUE _____
	<input type="checkbox"/> FOIA DATE DUE _____
	<input checked="" type="checkbox"/> Necessary Action

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			

RECEIVED

February 5, 2012

FEB 14 2012

Ms Melanie Giese
Deputy Director, South Carolina Department
of Health and Human Services

Department of Health & Human Services
OFFICE OF THE DIRECTOR

P. O. Box 8206
Columbia, SC 29202

Dear Ms Giese,

The purpose of this letter is to present a formal complaint against Dr. Brett Gunter of Columbia Neurosurgical Associates. Dr. Gunter is the surgeon of record for my brother David's brain surgery performed on January 30th. I trust your Department is the appropriate agency to receive such a complaint, but if it is not, please direct this to the appropriate agency.

After suffering a seizure shortly after the New Year, David was referred to Dr. Gunter as the top neurological surgeon in the State. David and his wife Maureen had an initial consult with Dr. Gunter in mid-January, and the visit left a bad taste in their mouths, to say the least. His manner and attitude were quite arrogant and condescending. He seemed more concerned with the status of their insurance and ability to pay than he was with David's condition. Nevertheless, given his status as the best neurosurgeon, David and Maureen decided to continue with Dr. Gunter.

David's surgery was conducted on January 30th at Lexington Medical Center. At approximately 2pm, Maureen and other family members waiting in the surgery lobby were notified that David was coming out of surgery, and that once he was in post-op, Dr. Gunter would come address the family on the results. After an hour or so, we were told that David was being moved to the Intensive Care Unit, and that we should move to the ICU waiting area. By 5pm, some three hours after David came out of surgery, we still had not seen Dr. Gunter nor did we know any details of the results of his surgery. At approximately 5:30pm, Maureen was summoned by an ICU nurse and told that Dr. Gunter wanted to talk to Maureen on a cell phone. It was during this conversation that Dr. Gunter briefed Maureen on the results, which were not positive. Essentially, he presented Maureen with extremely distressing news over the phone from his car. He even told Maureen that if she wanted to discuss this with him in person, she could come to his Practice office in Northeast Columbia – the other side of town!

I find this completely unacceptable and exceptionally unprofessional. The surgical results and prognosis presented to Maureen were very upsetting, and this type of information should have been discussed in person. Needless to say, Maureen and I

and the other family members present were extremely upset. Even the ICU nursing staff thought this was unacceptable and commented that Dr. Gunter has done this in the past.

The next day, Maureen presented this information to the Medical Center Vice President who expressed anger over this. She was visibly upset (according to Maureen), and indicated this has been an issue with Dr. Gunter in the past, and thought this behavior had been corrected.

Again, I find Dr. Gunter's attitude and behavior throughout this entire process to have been exceptionally unprofessional and unacceptable. It certainly is not in keeping with the mission statement on his Practice's own website. I expect him to be disciplined in some manner – an official letter of reprimand, some type of censure, de-certification; whatever the medical community deems appropriate. However, if this is a pattern with this gentleman, and it seems that it is, it should not be allowed to continue.

I eagerly await your response. I may be contacted at 919-824-0607 or steven.t.scott@us.army.mil. Thank you for your consideration of this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Steven T. Scott", written over a yellow highlight.

Steven T. Scott

Colonel, Army National Guard

Sharon Mondier - Complaint Letter Re: Dr. Brett Gunter

From: Sharon Mondier
To: Brenda James
Date: 2/14/2012 12:47 PM
Subject: Complaint Letter Re: Dr. Brett Gunter
CC: Jimmy Hampton; Michael Jones; Pat McWhite
Attachments: Scan from copier

Hi Brenda,

As requested, I have spoken with Jim Hampton, the Regional Administrator for Region IV, who has talked with Ms. Maureen Scott (803) 513-9680, Mr. David Scott's wife, and verified several papers were completed at the hospital with Monica ?, who is employed by a private company within the hospital. Currently, Monica is assisting the Scott's Family with the Medicaid application process as well as making other referrals.

Additionally, per Mr. Hampton's phone request, I am cc: a scanned copy of the attached letter for his records as he continues to follow-up on this request.

Thanks.

Scott
5917 Tahoe Drive
Durham, NC 27713

Melanie Giese
Deputy Director, SCDHHS
P.O. Box 8206
Columbia, SC 29202

29202+8206



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