

Steve,

Thanks for taking care of me the other day, back is doing better.

Just thought you needed to know the girl with blonde hair at front seemed to put me on different modalities than you had asked her to do. I had mentioned to her that you had wanted a different modality but she was not interested.

I know in my office, our staff follows treatment orders precisely and if a question arises they will come ask me. From a patient side, it might be a good idea to correct her habit of not following your orders before it gets out of hand.

See you in a few weeks.

Thanks,



Patient TS

A dozen other
examples available
about TW's
work performance



12.3.13

Dear Dr. Rhodes,

I wanted to touch base with you and let you know why I haven't been back to your practice. I have experienced issues with the front desk person, Tommy. It became difficult to book my appointments and I found her to be extremely rude. She always would say you were busy when I would try and book with you. On my last visit she didn't follow through with the instructions you gave her and felt my treatment was rushed. I think you are a great doctor and should why I haven't been back in. If you would like to discuss this with me feel free to call my cell. Warmest regards,

~~Walmart~~

Patient RL

1-5-2014

Hi Steve, I wanted to tell you about an issue I often see with an employee of yours, (The Blonde at the Desk). Often times you would tell her to put me on someone else on therapy and she doesn't always get to it due to texting or whatever on her phone and ends up putting someone else on instead or not at all.

I thought you would like to know as I've heard the same grumbling from other patients.

Put your phone down & get to work.

Thanks

Your Friend

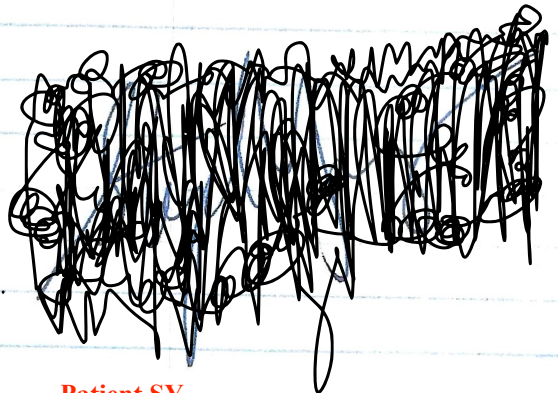
~~[Signature]~~

Patient DM

Dr. Rhodes,

1/16/2014

I have been a patient with you for awhile now. I am having a problem with not being placed on therapy when my Appointment is. I would sit for longer than 15-20 minutes before Tammy would put me on skin or traction. I was constantly being placed on a therapy and you would have to correct her about what I should be on.



Patient SY

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Tammy (3)
Patient MP

~~Dr Rhodes~~, Here is what I have Feb 19

Me Please do not discuss ur complaint of her wi Feb 20

~~Dr Rhodes~~
To Me Feb 20

Dr Rhodes,
I respect you and confidentiality. I have not and will not discuss the situation with any one.

Sincerely,
~~Dr Rhodes~~

On Feb 20, 2014, at 11:10, surfdr1@yahoo.com wrote:

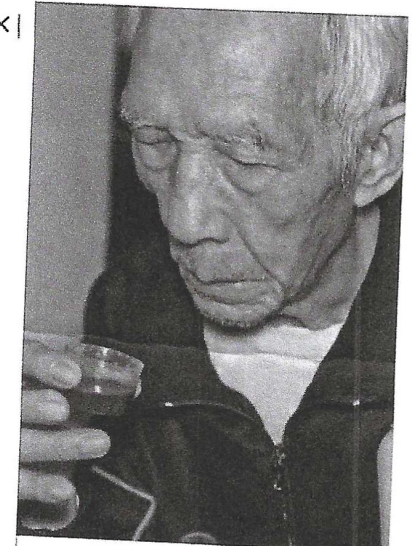
Please do not discuss your complaint of her with ANY staff

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I have released her because it was noted patients weren't attended as ordered an I need to rust staff applies therapies I order etc Can't be everywhere at once

Dr. Steven Rhodes

On Feb 19, 2014, at 1:25 PM, ~~Dr Rhodes~~ wrote:

Dr Rhodes,
Here is what I have observed regarding Tammy both behind and in front of the desk.
Behind the desk; she appeared to be dis organized and not in control of the flow of office. She could not find charts, the correct forms for me to sign, and patients appeared to be seen out of order.

In front of the desk; patients were left waiting for treatment much longer than previously. I and my niece have been left on the tables 10-20 minutes past the time the machine turned off. I have laid down to have pads attached and the phone rings. Off she went returning several minutes later. A person in front of you is much more important than a person on the phone.

Sincerely,
~~Dr Rhodes~~

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Send

Ⓜ Tt B I A ☰ ☷ ☹ ☺ abc ↵

Patient RW

To Whom It May Concern:

I, ~~XXXXXXXXXXXX~~ is a patient of Dr. Rhodes and I witnessed one of his previous employees Tammy saying rude statements and using profane language in a low tone of voice when Dr. Rhodes will tell her to put patients on therapy. Tammy also ignored me for about 45 minutes after my therapy was completed I would still remain hooked up to the therapy machine after completion of therapy I would have to leave and comeback because she will not put me on therapy sometimes after being told by Dr. Rhodes to put me on therapy. I would be waiting for like an hour to be put on therapy so I would leave and comeback later. I sometimes was put on the wrong therapy machine by Tammy and Dr. Rhodes had to place me on the correct therapy machine.

Thank You

~~XXXXXXXXXXXX~~

3-3-2014

~~XXXXXXXXXXXX~~

3-3-2014

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Fwd: Improved Office visits

steven rhodes

To Me

Today at 10:28 AM

Dr. Steven Rhodes

Begin forwarded message:

Patient NS

From: [REDACTED]

Date: March 11, 2014, 7:46:56 PM EDT

To: "surfdr1@outlook.com" <surfdr1@outlook.com>

Subject: Improved Office visits

Dear Dr. Rhodes,

I would like to let you commend you & your staff. After my auto accident on 20 December 2013, the treatments I received were a little inconsistent – I don't think I received the same treatment regime twice. However, after your recent staff improvements, my treatments are much more consistent and my office visit experience has greatly improved. Please keep up the good work.

Sincerely,

[REDACTED]

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or through an agent.
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[No Subject]
Patient LS

March 12, 2014

Today at 1:15 AM

To Me

Dear Dr. Rhodes:

You may have noticed that you have seen very little of me in the past few months. I have to tell you that in the 5 years that I have been your patient I have never before had to say that it is a relief to see you have new a employee at your front desk. Your staff ha always been very kind, considerate, attentive and accommodating up until the period of time when you had Tammy on your staff. The kindest words I can use to describe her... less than welcoming. The following are a few examples of what I have experienced (endured):

On January 20, 2014 I called to let you know that I was running at the most 5 minutes late for my 2:30 p.m. appointment. Tammy who answered the telephone, told me that I have to wait until after 4:00 P.M. for the next opening as I was late or I could reschedule for another day. Needless to say I was at the very least extremely frustrated. This is not only because I had just driven all the way from my home in Riverside for my appointment and was not even 5 minutes away from your office but I was in an awful lot of pain and on top of that the added stress only exacerbated the pain. Because I have not been to see you in quite sometime my condition worsens and you rightly insist that I return within the next few days. I would not return as prescribed. Why would I want to put myself through such treatment.

On more than one occasions my phone calls to your office were dropped. There was an afternoon the call was dropped three times. In my life I've never experienced such a thing. Seriously this is just crazy.

The lengths I had to go to get in for an appointment with you. As you know when I needed an appointment it got to the point where I had to bypass your front desk by contacting you via email, text or calling your cellphone to get to see you for treatment. When I arrived for an appointment I was not recognized right away. I was made to feel as if I was interrupting Tammy while she was using her cellphone whether it be talking or what appeared to be texting. She obviously considered her personal affairs much more important than your patients and their welfare.

Each time I arrived for an appointment you would ask her for my patient file. After no action on her part I noticed you personally go to the file cabinet to retrieving my file. I do not recall you ever having to do this before. I also observed you asking her to get me started or set up on therapy. On occasion you would have to you doing it yourself while at the same time you juggled the treatment of your patients. How you managed to maintain your professionalism, patience, kind and jovial demeanor as well as keep your patients from walking out the door.

As far as I am concerned you had been too patient and too kind to her for too long. From what I can see she caused you and your practice more harm that good. I am pleased to say that I feel comfortable and welcome to come in for treatment on a more regular basis as you prescribe.

Thank you.

Judicial Assistant to
Honorable [REDACTED]
Duval County Courthouse
501 West Adams Street, Room 714
Jacksonville, Florida 32202

Telephone: (904) [REDACTED]

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To: Whom it may Concern:

From; Patient TH

Date: 03/27/2014

Subject: Dr Steven Rhodes

This letter is in reference to my most recent visit with Dr Rhodes:

Dr Rhodes has been treating me for back and neck injuries for several years. Prior to finding Dr Rhodes thru a mutual friend, I had experienced severe pain that I had been experiencing for several years. For the most part Dr Rhodes, and his staff have been very professional, and they have treated very well.

I did witness a few Months back that the service from his up front, had deteriorated since his girl up front Jessie, had left for another job.. I think the new Girl name was Tammy, and she was not very customer oriented. On two occasions, Dr Rhodes attached me personally to the Therapy Machines, because the front office was running behind and on more than one occasion I was left on the Therapy machine for ten or more minutes, after the therapy machine had timed out. ?

I understand that his Massage therapist missy has also left the practice. Missy was a very personable person, but she appeared to be very aggressive, and she appeared to have ambitions beyond the horizons that would ever be reached in Dr Rhodes practice, more specifically being out on her own, with her own clientele, which could include the people that she met, and treated at Dr. Rhodes office.

In Closing, I would like to tell you that you may consider this letter a recommendation , and reference letter to the confidence that I have in being treated by Dr Rhodes, He is a professional in his Trade, and a very honest, fair, and humble person in day to day living.



Patient GB

Jacksonville, Fl. 32218
May 18, 2014

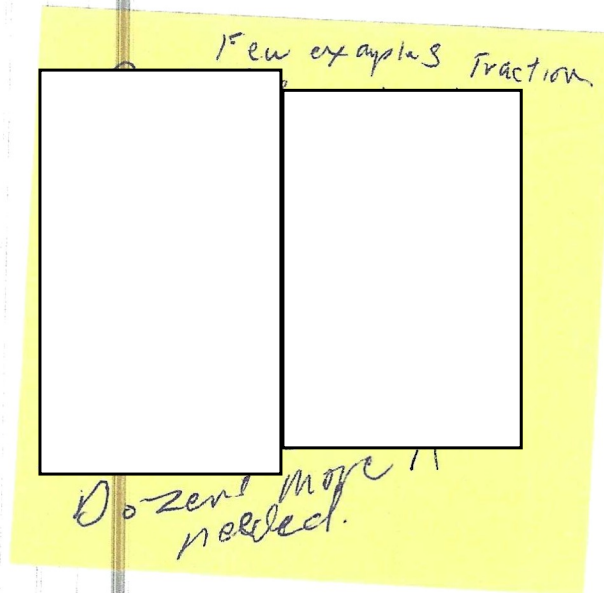
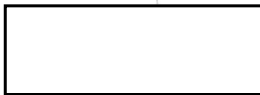
Ocean View Health
320 N. 1st Street Ste. 709
Jacksonville Beach, Fl. 32250

To whom it may concern:

I have been a patient of Dr. Rhodes' at Ocean View Health for approximately six years. I cannot tell you exactly how many times I have been put on the traction machine in that time, but I can tell you that I am put on it approximately 90% of the time that I am seen by Dr. Rhodes. Of the times that I have been there and NOT been on the machine, 50% of the times it was because I simply did not have time. The other 50% of the time was because I did not have the time to wait for the people that were ahead of me on the machine to complete their treatment.

I have also experienced some problems with the staff at times here recently, specifically with the young lady at the front desk. On several occasions she has forgotten that I was on the muscle stimulation machine and left me there for an extended amount of time. Several times I was left there more than 10 minutes after the timer had gone off and the treatment stopped. Often this was the difference between me having time to be on the traction machine and not as I have an extremely busy schedule.

Sincerely,



Hello Steve,

Per our conversation re. Mrs. Tammy Wilson.

I do acknowledge that I do in fact know Tammy Wilson as an employee. I was the office manager at Hodges Chiropractic and Rehabilitation in 2013, where Mrs. Wilson worked for approx. 90 days.

During that time Mrs. Wilson was unable to perform at standard performance level as an entry level receptionist. Mrs. Wilson found it difficult to maintain a dependable schedule and arrive to work in a timely and professional manner. When at the office she was unproductive, loud and rude to patients. One of my greatest concern came when I received complaints from my patients on the demeanor of how Mrs. Wilson treated the urgency and importance of their care. Patients also offered feed back into Mrs. Wilson speaking poorly about our physician as well as fraternizing. Tammy was contacting patients via her own cell phone and having contacts call her back on her phone. This is against the office policies that were given to Mrs. Wilson at the time of her employment. Patients began to drop from their care plans, as a result my end of the day totals decreased and we lost several long term patients. After coming to the decision that the front desk was not an appropriate fit for the employee, the doctor and myself had a meeting with Mrs. Wilson to let her know we would have to let her go. Mrs. Wilson began to get upset and asked if there was any way she could stay with our office. She stated she really needed to have the additional income. The doctor chose to allow the employee to work in the "Back Office". When I attempted to train Mrs. Wilson she stated to me that this was not the kind of position she was hoping for. She stated she wants to wear her cute shoes and that being on her feet all day was going to mean she wouldn't be able to look cute. After the first day in the back office, Tammy approached me to tell me, she refused to perform treatment on certain patients as she finds them disgusting. When I Tammy to then clean up the back area and we will discuss this with the doctor; Tammy replied; "I am a girly girl and that is far beneath me". Between Mrs. Wilson's work ethic and reviewing my stat reports involving the offices OTC collection and fee slips were not being entered correctly or on some occasions not at all, I went directly to the physician. When the physician/owner and myself questioned Mrs. Wilson with all issues at hand. She became irate and stormed out. I have seen Mrs. Wilson since she left the office that day at Best Buy and Target both time Mrs. Wilson asked how the doctor was and once stated she had spoken with him on his Facebook and was hoping to come back to the office and work as she was once again in need of a job.

On a personal level outside of work I do not know Tammy well other than what Mrs. Wilson shared with me and others at the office. Tammy felt comfortable sharing her personal life at work which was highly discouraged and again, against our office policies. She would share information such as her meeting her husband while he was married, while they both worked together at the same place of employment, and how she stole him away because she was the better woman. She would share things re. their intimacy as well as drunken nights and partying etc.

By all means please don't allow my experience with Mrs. Tammy Wilson to be the determining factor in your choice of direction of her employment at your office or personal friendship. My understanding is that you contacted me to gain more insight as to Mrs. Wilson's work ethics and personal behaviors with others, other than yourself. I am responding to you with facts based on my own personal knowledge and experiences with the Mrs. Tammy Wilson. Please use your own facts when determining bringing any new employee into your place employment or committing to a new relationship.

You may contact me with any questions and concerns you may have at 904-677-1744.

Sincerely,


Staci Reshen

Sreshen@yahoo.com

8/4/14