



# MedStar Union Memorial Hospital

201 East University Parkway  
Baltimore, MD 21218  
410-554-2000 **PHONE**  
410-554-2616 **TTY**  
**unionmemorial.org**

Dear Mr. Smith,

We appreciate you bringing your concerns to our attention and allowing us the opportunity to review and respond. Please be assured that the concerns you have raised will be investigated and a follow up letter will be sent to you within 7-10 business days.

Our goal is to provide quality care and feedback such as yours is an asset in helping us identify processes that may benefit through review.

Sincerely,

A handwritten signature in black ink, reading "Phyllis Bongiorno", with a long horizontal flourish extending to the right.

Phyllis Bongiorno  
Patient Advocate, MedStar Union Memorial Hospital

Cc: Glenda Skuletich, Patient Advocacy Manager