

January 21, 2009

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Issues of medical necessity that must be addressed immediately

I have spoken with my physician about this situation. Dr. Kornei is a highly regarded doctor of internal medicine associated with the El Camino Hospital in Mountain View (my former home). Dr. Kornei has provided care for me over a 20 year period.

Please contact her for information regarding my medical situation as it pertains to my medical needs for delivery of medication, and for carrier pickup service that allows me to ship items by Priority Mail.

Mary Kornei, M.D.
2500 Hospital Drive #14
Mountain View, California 94040
tel 650 965 7500

CARRIER REFUSAL TO ACCEPT SIGNED PS FORM

The postal patron is legally disabled. Matters relating to disability have been disregarded, overlooked, and even disrespected by Escalon PO staff Andy, John and Ritchie.

Postal staff are not trained as orthopedic medical doctors. They seem to think that if a person is standing he or she is not disabled. They are not aware of 1) Degenerative disc disease with related nerve damage, 2) an unstable knee that can require crutches for weeks at a time, 3) cannot know what medications a person must take that make driving an automobile ill advised.

Awareness & sensitivity training of disability is necessary for USPS staff to understand these medical issues that may be more complex than they currently comprehend. Disability is not always as obvious as missing limbs or the symptoms of multiple sclerosis.

EXAMPLE

Patron notified Escalon PO by letter that he was taking certain prescription medications which preclude his driving an automobile to the post office at their convenience. He signed an authorization letter and attached it to the PS Form 3849. This requested delivery (of prescription medication Escalon PO was holding) to his route mailbox at their convenience. Instead, they refused to do so—insisting he sign *signature confirmation* only in their presence, at their location, at their convenience. Signing in Postal Employee's presence is only required of Registered Mail—not for regular mail with Signature Confirmation.

A postal patron's signed letter, attached to PS Form 3849 (that is also signed), should comprise all the *Signature Confirmation* required for a non-registered mail item.

In fact, *Signature Confirmation* is only required by credit card firms for items over \$250 value. Yet Escalon PO refused to accept a signed PS Form 3849 not once, but 2-times in 2008. This resulted in medication worth only \$40 being sent back to Drugstore.com who subsequently closed patron's online account due to non-delivery by USPS.

DISABLED PARKING

An incident occurred in which the Escalon PO Disabled Parking Space was used by a female friend of the Postmaster. This incident was recorded in the Supplemental Documentation mailed to the Inspector General in October, 2008. This document has been mailed Certified with a return receipt, also mailed First Class, also faxed, and also send as a PDF. The same document has been sent to Sacramento where the Certified Mail disappeared, also sent by First Class. This letter was also mailed to the Postal Regulatory Commission.

PATRON STOPPED VISITING ESCALON PO AFTER MAY 2007

Disregard of patron's degenerative disc disease is documented in the June, 2007 letter. This incident was mentioned in the Supplemental Documentation mailed in October, 2008.

This letter marks the last date postal patron ever entered the Escalon PO. Ritchie never did send a letter, as requested, confirming that USPS policy is to purge Delivery Confirmation records after 90 days.

After this incident of unprofessional behavior—fully noted in the June 2007 letter—patron never returned to the Escalon PO.

Verne Robinson / FAX: 209 838 6132 / lovestogrow@sbcglobal.net

Patron continued to print shipping labels online with his USPS account. He continued to ship eBay items via Priority Mail with carrier pickup scheduled online.

Patron purchased stamps online from the US Philatelic, to obtain interesting ones for his regular mail, as he has for many years.

Patron had no use for the local PO as long as items were delivered to his mailbox, and Priority Mail packages picked up.

BREAKDOWN OF NORMAL SERVICES FROM ESCALON PO

Starting in the spring of 2008 Escalon PO stopped accepting patrons signed PS Form 3849—despite having done so for years previously.

Apparently some sort of backlash was commenced by the local PO. Soon, a roll of stamps was stolen from the USPS shipping envelope. The torn entry covered with a USPS sticker. This is shown in documented photos. American Express refunded the cost.

Photos were sent to:
CRIMINAL INVESTIGATIONS SERVICE CENTER
ATTN: MAIL FRAUD
222 S. RIVERSIDE PLAZA STE 1250
CHICAGO IL 60606-6100

Stolen stamps photographic evidence is posted for you online at—
matthewhenson.com/stolen.htm

Then the 90-day Medicare provided maintenance medications arrived in smashed condition. Photographs of this were sent to the physician, and recently mailed to the Postal Regulatory Commission.

Smashed medication photographic evidence is posted for you online at—
matthewhenson.com/smashed.htm

Then another order of medication from Drugstore.com was held at the local PO, before being returned to the vendor who closed his account.

Then USPS carrier pickup was stopped. Ritchie left the notice that he "Cannot back up". Yet FedEx and UPS service has continued without incident.

Recently a small packet of diabetes medication from Dr. Kornei was held at the local PO for \$.67 in overdue postage. In the past the carrier placed

a small manila envelope with the amount \$due written on the front. Patron would put sufficient coins in it, then the carrier would deliver.

This packet contains Actos (Pioglitazone Hydrochloride) a medicine too expensive to be covered by Medicare. Dr. Kornei donates sample packs to her patient to control blood sugar; thus preventing infections. Escalon PO could simply place an envelope for the \$.67 due in the mailbox—a process that has been done in such cases for many years.

Recently patron received another PS Form 3849 for a Delivery Confirmation item. *Never has this postal patron had to drive to the local PO to retrieve any Delivery Confirmation item.* This is an order of activated carbon pre-filters for air purifiers. Patron suffers from asthma, exacerbated by winter conditions.

This small, lightweight package may not have fit in route mailbox but should have been left on patron's porch as UPS and FedEx carriers regularly do with their packages. All such packages were left on porch until recently.

This is not appropriate behavior of a government service with the intended *"...obligation to provide postal services ...prompt, reliable, and efficient services to patrons in all areas.."*

These acts of omission, and commission, prevent an asthma sufferer from receiving air purifier filters, as well as prescription medication.

MEDICAL ITEMS SHOULD ALWAYS BE DELIVERED

- Accept signed PS Form 3849 with note to deliver to mailbox—then deliver item to mailbox.
- Leave postage due envelope in mailbox, then deliver item when coins are placed therein.
- Deliver parcels that do not fit in route mailbox to porch.
- Provide Carrier Pickup service as was done for years previously, and is provided almost daily by FedEx Ground.

Acceptable resolution

PATRONS RIGHT TO LIVE INDEPENDENTLY

In order to live alone a certain amount of income has to be generated to "*make ends meet*". Refusing pickup for Priority Mail threatens the individual's ability to survive alone.

"The Postal Service shall have as its basic function the obligation to provide postal services ...prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities."

Please advise, at your earliest convenience, when you will resume USPS shipping with carrier pickups scheduled available at patron's location—a service that had been provided for years—one that is promised to all shippers. Patron prints postage labels from his eBay account and schedules Carrier Pickup online—leaving items for carrier on porch—all without any direct contact with carrier.

Please confirm that PS Form 3849 can be signed and mailed to the local PO to have any signature confirmation item delivered in the route mailbox.

Please confirm that Delivery Confirmation parcels will be left on the porch as they were for years previously, *not held at the local PO for pickup by patron*.

Please confirm that if mail has postage due that mail carrier will leave the envelope in mailbox for payment, then deliver said item after payment is accepted—a practice that was in effect for many years previously.

Sincerely,

Verne Robinson

Cc: Dr. Kornei

Additional documentation & photos posted online—

matthewhenson.com/usps.htm
matthewhenson.com/smashed.htm
matthewhenson.com/stolen.htm