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Metropolitan Pain Management Consultants, Inc.  
A Medical Group  
Lee T. Snook, Jr., M.D., D.A.B.P.M., F.A.C.P., President & Medical Director

## A MESSAGE TO OUR PATIENTS ABOUT ARBITRATION

Enclosed is an arbitration agreement developed by the California Medical Association. MPMC believes that resolution of disputes by arbitration is one of the fairest systems for both patients and physicians. Arbitration agreements between health care providers and their patients have long been recognized and approved by the California courts. By signing this agreement we are agreeing that any dispute arising out of the medical services you receive at MPMC will be resolved in binding arbitration rather than a suit in court. Lawsuits are something that no one anticipates and everyone hopes to avoid.

Though by signing this agreement you are changing the place where your claim will be presented, you can still call witnesses and present evidence in support of your claim. Each party selects an arbitrator who then selects a third, neutral arbitrator and these three arbitrators will hear the case. This agreement generally helps to limit the legal costs for both patients and physicians as the time it takes to conduct an arbitration hearing is far less than that of a jury trial. Further, both parties are spared some of the rigors of trial and the publicity which may accompany judicial proceedings.

Our goal, of course, is to provide medical care in such a way as to avoid any such dispute. We know that most problems begin with communication and we ask that if you have any questions or concerns, please bring them to our attention and allow us the opportunity to resolve them to everyone's satisfaction.

Sincerely,

Lee T. Snook Jr., M.D.