



UNIVERSITY MEDICAL CENTER
OF EL PASO

November 7, 2013

To whom it may concern:

It is a true pleasure to write this letter of recommendation for Dr. Manouchehr Refaeian and his staff at The Eastside Rehabilitation & Pain Clinic. In 2006, our Workers' Compensation Third Party Administrator designated Dr. Refaeian as one of the gatekeepers for all their clients in the El Paso area and it has been one of the best implementations for University Medical Center El Paso.

Since Dr. Refaeian began providing medical services to our Associates for work related injuries, we have seen a significant reduction in medical costs year after year. Our Return to Work Program has experienced a 55% decrease in days away from work providing us with the opportunity to place Associates back to work in a full duty capability or in a Temporary Duty Assignment status. Many of our Associates who receive treatment with Dr. Refaeian express great satisfaction with the quality of care and his exceptional customer service.

I have worked at University Medical Center for sixteen years and have yet to work with a doctor who is able to accomplish employer satisfaction, as well as injured worker satisfaction without compromising the quality of care. He is extremely knowledgeable on the Workers' Compensation regulation and Official Disability Guidelines (ODG) adding value to his medical practice.

I would highly recommend Dr. Refaeian to any organization interested in making their Workers' Compensation Program a success. Please feel free to contact me if you should have any further questions.

Sincerely,

Lettie Lopez
University Medical Center of El Paso
Workers' Compensation Administrator
Human Resource