

I made calls on June 25th and June 29th to, I believe the phone number below, before you changed the voice mail message to tell people not to leave scheduling messages. Then I get this email.

----- Forwarded Message -----

Subject: Appt

Date: Fri, 29 Jun 2018 08:29:34 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: jar@bigjar.com

Hi Jason,

Next available I have for an appointment is going to be around mid August. Were you looking for a phone consult or in office?

Best,

Front Desk Staff

Translational Medicine Group, P.C.

[6000 Executive Blvd. Suite 304](#)

[North Bethesda, MD 20852](#)

T: [240-696-2834](tel:240-696-2834)

F: [240-696-2900](tel:240-696-2900)

[Schedule@tmgmd.com](mailto:schedule@tmgmd.com)

----- Forwarded Message -----

Subject: Re: Appt

Date: Fri, 29 Jun 2018 09:51:47 -0400

From: Jason Mitchell <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

I can do either, but the immediate concern is that you're prescribing Klonopin 1.5mg. I was told I would need an appointment to get more. I'm going to run out in a few days (maybe more).

Also, I believe an appointment with the Nurse a Practitioner would suffice for the above medication renewal need.

Thanks,

Jason M.

Sent from my iPhone

<<Note, the bolded part is important>>

----- Forwarded Message -----

Subject: Re: Appt

Date: Mon, 2 Jul 2018 08:12:04 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: Jason Mitchell <jmitchel@bigjar.com>

Yes I can schedule you with the nurse sooner. The soonest would be July 19th. Would that work?

Best,
Front Desk Staff

Translational Medicine Group, P.C.

[6000 Executive Blvd. Suite 304](#)

[North Bethesda, MD 20852](#)

T: [240-696-2834](tel:240-696-2834)

F: [240-696-2900](tel:240-696-2900)

Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt

Date: Tue, 03 Jul 2018 03:44:00 -0400

From: jmitchel <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

No, I'll run out of pills before then. Can I do a phone consult with the Nurse Practitioner? Also, I just passed a drug test with the pain clinic I see, if that would alleviate some concerns. They are <https://www.comprehensivepaincenter.net/>

Thanks,

Jason M.

----- Forwarded Message -----

Subject: Re: Appt

Date: Mon, 16 Jul 2018 13:15:08 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: jmitchel <jmitchel@bigjar.com>

Jason,

The nurse will be unavailable until August 2nd. Would you want to schedule then?

Best,
Front Desk Staff

Translational Medicine Group, P.C.
[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](#)
F: [240-696-2900](#)
Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt
Date: Mon, 16 Jul 2018 16:43:59 -0400
From: Jason Mitchell <jmitchel@bigjar.com>
To: TMG Schedule <schedule@tmgmd.com>

Hello,

Sure. This is for a phone consult, right? Any idea what time the call will come?

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt
Date: Tue, 17 Jul 2018 09:08:57 -0400
From: TMG Schedule <schedule@tmgmd.com>
To: Jason Mitchell <jmitchel@bigjar.com>

Could you do a call around 12 pm that day? Also we need to go ahead and take care of the bill from last time. There is a charge from your last appointment of \$150. This is a cancellation fee. We would also appreciate if you would include a pre payment for this upcoming phone consult with the nurse. Thank

you so much.

Best,
Front Desk Staff

Translational Medicine Group, P.C.
[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](#)
F: [240-696-2900](#)
Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt
Date: Thu, 19 Jul 2018 06:17:15 -0400
From: Jason Mitchell <jmitchel@bigjar.com>
To: TMG Schedule <schedule@tmgmd.com>

Hello,

Noon is fine for me. I'm not feeling well right now, but I'll let you know when I'm ready to pay.

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt
Date: Thu, 19 Jul 2018 08:58:56 -0400
From: TMG Schedule <schedule@tmgmd.com>
To: Jason Mitchell <jmitchel@bigjar.com>

Ok no problem. **I will have to hold off scheduling your appointment until we've cleared the balance and received payment for this next appointment.** So let me know when you're able to.
Thanks so much.

Best,
Front Desk Staff

Translational Medicine Group, P.C.
[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](#)
F: [240-696-2900](#)
Schedule@tmgmd.com

<<Didn't you once complain about a lab that wouldn't release medical results because of a credit card issue? How is this much different? I mean Dr. Hedaya (with whom I spent more and got less), he would simply charge you the full cost for a missed appointment. Much less work for me, for the same result>

Also, there's no follow-up on your end, even though I said I was sick and schedule@tmgmd.com was supposedly holding on to an appointment for me. And (as you'll later see) you have a credit card on file. This is where I start to get angry.

>>

----- Forwarded Message -----

Subject: Re: Appt
Date: Wed, 1 Aug 2018 13:24:27 -0400
From: Jason Mitchell <jmitchel@bigjar.com>
To: TMG Schedule <schedule@tmgmd.com>

Hello,

So I didn't read your last email, so I'm guessing my appointment never got set up? Please call me so I can make payment and get scheduled.

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt
Date: Wed, 1 Aug 2018 13:26:39 -0400
From: Jason Mitchell <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

Cell is: 301-502-6884.

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt

Date: Thu, 2 Aug 2018 09:51:06 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: Jason Mitchell <jmitchel@bigjar.com>

Hi Jason I have a card ending in 2000 is this a good one to use for the balance of \$150?

Best,

Front Desk Staff

Translational Medicine Group, P.C.

[6000 Executive Blvd. Suite 304](#)

[North Bethesda, MD 20852](#)

T: [240-696-2834](tel:240-696-2834)

F: [240-696-2900](tel:240-696-2900)

Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt

Date: Thu, 2 Aug 2018 09:58:07 -0400

From: Jason Mitchell <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

<< Okay, there's the credit card. Why didn't he think to look for that in the beginning? Or call me a day or two later?>>

Hello,

Yes, that's fine.

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt

Date: Fri, 3 Aug 2018 07:41:25 -0400

From: Jason Mitchell <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

Can we schedule an appointment now?

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt

Date: Sat, 4 Aug 2018 08:51:53 -0400

From: Jason Mitchell <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

Any word on scheduling a phone consult with the Nurse Practitioner.

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt

Date: Mon, 6 Aug 2018 08:11:40 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: Jason Mitchell <jmitchel@bigjar.com>

Hi Jason could you do a call this week?

Best,

Front Desk Staff

Translational Medicine Group, P.C.

[6000 Executive Blvd. Suite 304](#)

[North Bethesda, MD 20852](#)

T: [240-696-2834](tel:240-696-2834)

F: [240-696-2900](tel:240-696-2900)

Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt

Date: Tue, 7 Aug 2018 18:14:19 -0400

From: Jason Mitchell <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

Any word?!?

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt

Date: Tue, 7 Aug 2018 20:35:35 -0400

From: Jason Mitchell <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

I have a Dr.'s appointment at 3:20pm tomorrow, otherwise I am open.

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt

Date: Wed, 8 Aug 2018 08:22:52 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: Jason Mitchell <jmitchel@bigjar.com>

Hi Jason can you do an appointment with the nurse next week? Also we need to take a prepayment to confirm an appointment as well. Thank you.

Best,

Front Desk Staff

Translational Medicine Group, P.C.

[6000 Executive Blvd. Suite 304](#)

[North Bethesda, MD 20852](#)

T: [240-696-2834](tel:240-696-2834)

F: [240-696-2900](tel:240-696-2900)

Schedule@tmgmd.com

<< Okay, seriously? He's forgotten about the credit card already?>>

----- Forwarded Message -----

Subject: Re: Appt

Date: Wed, 8 Aug 2018 10:06:02 -0400

From: Jason Mitchell <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

Yes I can do a phone consult. And please take the pre-charge from the same card ending in 2000.

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt

Date: Wed, 8 Aug 2018 11:40:44 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: Jason Mitchell <jmitchel@bigjar.com>

I have a 2:00 pm next thursday would that work?

Best,

Front Desk Staff

Translational Medicine Group, P.C.

[6000 Executive Blvd. Suite 304](#)

[North Bethesda, MD 20852](#)

T: [240-696-2834](tel:240-696-2834)

F: [240-696-2900](tel:240-696-2900)

Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt

Date: Wed, 08 Aug 2018 11:40:18 -0400

From: jmitchel <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

That works for me. Please charge my card and have the Nurse call me on (301) 502-6884.

Thanks,

Jason M.

----- Forwarded Message -----

Subject: Re: Appt

Date: Wed, 8 Aug 2018 12:24:49 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: jmitchel <jmitchel@bigjar.com>

Thanks Jason you are confirmed for next Thursday at 2:00 pm phone call with Beth.

Best,
Front Desk Staff

Translational Medicine Group, P.C.
[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](tel:240-696-2834)
F: [240-696-2900](tel:240-696-2900)
Schedule@tmgmd.com

<< **That only took 11 pages**>>

----- Forwarded Message -----

Subject: Re: Appt
Date: Thu, 16 Aug 2018 11:08:14 -0400
From: TMG Schedule <schedule@tmgmd.com>
To: jmitchel <jmitchel@bigjar.com>

Jason,

I just left a voice mail for you . **I wanted to let you know we can't do anything about refills for you over the phone but if you can make it in today we can change to an in office visit.** We also have earlier availability for you if that would help. Please let me know. Thank you.

Best,
Front Desk Staff

Translational Medicine Group, P.C.
[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](tel:240-696-2834)
F: [240-696-2900](tel:240-696-2900)
Schedule@tmgmd.com

<< **Two things.** I did say this on my first email. If you're going to

everything via email, then it should be part of work-flow that ends in CareVector. Obviously, someone checked CareVector and saw that I mentioned refills in addition to questions about antibiotics, which I filled out the night before. Second, I can't find any record that this idiot successfully left me a message. The only message from you comes at 2:16pm (I was oversleeping, unfortunately) >>

Hello,

I said this on my first email back on ***June 29th!*** This is ridiculous!!!!!!!!!!!!!!
Thanks,

Jason M.

Sent from my iPhone

Begin forwarded message:

From: Jason Mitchell <jmitchel@bigjar.com>
Date: June 29, 2018 at 9:51:47 AM EDT
To: TMG Schedule <schedule@tmgmd.com>
Subject: Re: Appt

Hello,

I can do either, but the immediate concern is that you're prescribing Klonopin 1.5mg. I was told I would need an appointment to get more. I'm going to run out in a few days (maybe more).

Also, I believe an appointment with the Nurse a Practitioner would suffice for the above medication renewal need.

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt

Date: Thu, 16 Aug 2018 14:53:41 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: Jason Mitchell <jmitchel@bigjar.com>

Hi Jason,

Please let me know when you would like to reschedule your appointment from today. Thank you.

Best,
Front Desk Staff

Translational Medicine Group, P.C.

[6000 Executive Blvd. Suite 304](#)

[North Bethesda, MD 20852](#)

T: [240-696-2834](tel:240-696-2834)

F: [240-696-2900](tel:240-696-2900)

Schedule@tmgmd.com

<<An apology would be nice. Apparently no one did anything wrong (sarcasm)>>

----- Forwarded Message -----

Subject: Re: Appt

Date: Tue, 21 Aug 2018 12:11:29 -0400

From: Jason Mitchell <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

What do you have next week or the week after. Monday's are no good, 11am or after is preferred.

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt

Date: Tue, 21 Aug 2018 12:35:36 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: Jason Mitchell <jmitchel@bigjar.com>

Can you come into the office on the 30th?

Best,
Front Desk Staff

Translational Medicine Group, P.C.
[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](#)
F: [240-696-2900](#)
Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt
Date: Tue, 21 Aug 2018 12:58:36 -0400
From: Jason Mitchell <jmitchel@bigjar.com>
To: TMG Schedule <schedule@tmgmd.com>

Hello,

Yes, I can. What time(s) is/are available?

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt
Date: Tue, 21 Aug 2018 13:45:28 -0400
From: TMG Schedule <schedule@tmgmd.com>
To: Jason Mitchell <jmitchel@bigjar.com>

I have 10, 11 and 12:00. Would any of those work?

Best,
Front Desk Staff

Translational Medicine Group, P.C.

[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](#)
F: [240-696-2900](#)
Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt
Date: Tue, 21 Aug 2018 13:42:57 -0400
From: jmitchel <jmitchel@bigjar.com>
To: TMG Schedule <schedule@tmgmd.com>

Hello,

12pm works for me. Can we lock that in? Also, while we're talking, I'd like to schedule an appointment with Dr. Mozayeni as well in the future (I realize it will be a ways out). Can I do that as well?

Thanks,

Jason M.

----- Forwarded Message -----

Subject: Re: Appt
Date: Tue, 21 Aug 2018 14:15:57 -0400
From: TMG Schedule <schedule@tmgmd.com>
To: jmitchel <jmitchel@bigjar.com>

Jason,

I've scheduled you for 12 pm on August 30th with Beth for in office. After that appointment if you want we can go ahead and schedule out with the Doctor.

Best,
Front Desk Staff

Translational Medicine Group, P.C.
[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](#)
F: [240-696-2900](#)
Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Appt

Date: Wed, 22 Aug 2018 14:35:47 -0400

From: TMG Schedule <schedule@tmgmd.com>

To: Jason Mitchell <jmitchel@bigjar.com>

Hi Jason,

Beth is actually out of office next thursday but she told me she does have availability tomorrow if you're able to come in.

Best,

Front Desk Staff

Translational Medicine Group, P.C.

[6000 Executive Blvd. Suite 304](#)

[North Bethesda, MD 20852](#)

T: [240-696-2834](#)

F: [240-696-2900](#)

Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt

Date: Wed, 22 Aug 2018 15:27:57 -0400

From: Jason Mitchell <jmitchel@bigjar.com>

To: TMG Schedule <schedule@tmgmd.com>

Hello,

Depends on what time of day.

Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt

Date: Wed, 22 Aug 2018 15:28:50 -0400

From: TMG Schedule <schedule@tmgmd.com>
To: Jason Mitchell <jmitchel@bigjar.com>

I have some morning and afternoon slots. Do you have a preference?

Best,
Front Desk Staff

Translational Medicine Group, P.C.
[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](#)
F: [240-696-2900](#)
Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt
Date: Wed, 22 Aug 2018 15:43:09 -0400
From: Jason Mitchell <jmitchel@bigjar.com>
To: TMG Schedule <schedule@tmgmd.com>

Hello,

Afternoon, please.
Thanks,

Jason M.

Sent from my iPhone

----- Forwarded Message -----

Subject: Re: Appt
Date: Wed, 22 Aug 2018 15:45:03 -0400
From: TMG Schedule <schedule@tmgmd.com>
To: Jason Mitchell <jmitchel@bigjar.com>

Jason,

I put you down for 2:30 tomorrow afternoon. Well see you then. Thank you.

Best,
Front Desk Staff

Translational Medicine Group, P.C.
[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](tel:240-696-2834)
F: [240-696-2900](tel:240-696-2900)
Schedule@tmgmd.com

----- Forwarded Message -----

Subject: Re: Appt
Date: Thu, 23 Aug 2018 14:52:21 -0400
From: TMG Schedule <schedule@tmgmd.com>
To: Jason Mitchell <jmitchel@bigjar.com>

Hi Jason just checking to see if you were coming in?

Best,
Front Desk Staff

Translational Medicine Group, P.C.
[6000 Executive Blvd. Suite 304](#)
[North Bethesda, MD 20852](#)
T: [240-696-2834](tel:240-696-2834)
F: [240-696-2900](tel:240-696-2900)
Schedule@tmgmd.com

<<Okay, the only time this person cares is when it inconveniences YOU. My time can be wasted without thought. Second, clearly someone looked at CareVector on the 16th and realized that I was asking for refills and that you couldn't do that over the phone. However, they didn't spend the next 3-5 minutes to figure out that it had been too long and that Beth wouldn't refill the clonazepam anyway, because I hadn't been in the office for so long. (Her words, if there was another reason, she didn't give it). Of course, if I had made the appointment that I scheduled in February, someone would have do the refill (at least that's what JoAnn said).>>

<<Also, I'm beginning to have a serious issue with doing appointments via email. It's far too easy for things to fall through the cracks (as this 18 page email thread shows). And the person answering the emails is not smart or proactive or anything. And meeting with Beth was useless. The thyroid hormones had already beennnnnnnnnnnnnnnnnnnn refilled