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**From:** jeffrey E. <jeevacation@gmail.com>  
**Sent:** Saturday, October 18, 2014 11:27 AM  
**To:** Karina Shuliak

Dear group leader,,

=/div>thank you for taking the time yesterday to discuss with me an issue=C2 that I have been trying to understand now for weeks,- namely the gra=uation requirement that is referred to as the "encounter rate&q=ot;. I am still perplexed as to how this number is calcu=ated and would appreciate a written explanation of its formula so that i m=y adjust my schedule as needed. I understood from our conversation t=at it is a computer generated number , but without the details find =t difficult to make the necessary course correction. With your=help, I would like to map out a schedule to enable me to comply with all g=aduation requirements so that I may be certain to meet them on time.=At the least , it seems highly questionable that If patients cancel =heir appointments , especially at the last minute , that their irresponsib=lity should in any way have a negative impact on my performance rating. =AO

I look forward to receiving your response a=d am willing to meet at any time convenient for you.

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pleas= note

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