

YOU MAKE THE

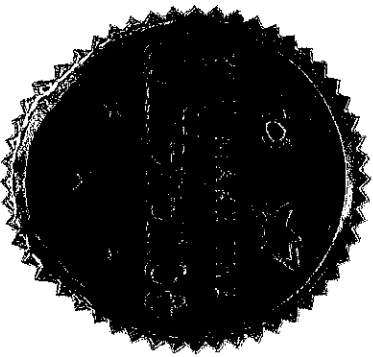
# DIFFERENCE

We do hereby award

**Larry W. Basch, D.C.**

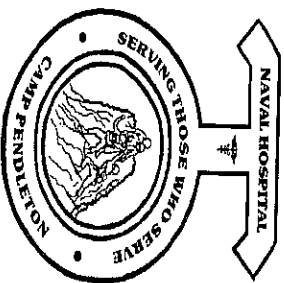
this Certificate of Excellence for providing Patient and Family Centered Care to our valued customers. You've shown us all that working together as one provides the best care for the Heroes of our nation and their loved ones.

*M. A. Kobelia*  
1/12/14



M. A. KOBELIA, CAPT, MC, USN  
COMMANDING OFFICER

OCT 17 2014



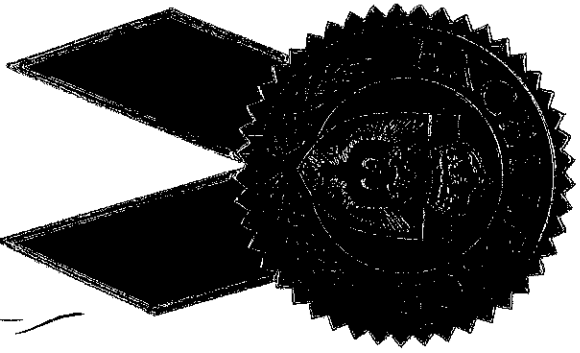
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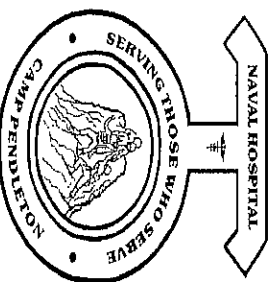


*Thank you  
LWB*

*M. A. Kobe*

M. A. KOBE, J.A., CAPT, MC, USN  
COMMANDING OFFICER

MAY 11 2015



# PATIENT RELATIONS WORKSHEET

5/11/15

NHCP Form 6320/116 (06/06)

This form is designed to help us collect key information to resolve your issue, better meet your needs, and to reward our staff for their service efforts.

THIS INFORMATION IS PROTECTED BY THE PRIVACY ACT OF 1974

Last Name		First Name		Rank/Grade GySgt	Last 4 of Sponsor's SSN <b>USMC</b>
Email Address		Home Phone	Work Phone		Cell Phone
Clinic, Department, or Service Area SMART CLINIC 52 AREA			Staff Members Name(s) (if known) Larry Basch		
Date Of Event 4/29/2015			Date Form Completed 5/11/2015 11:33:41		
Issue Type	<input checked="" type="checkbox"/> Compliment		<input type="checkbox"/> Concern		<input type="checkbox"/> Question / Request For Assistance
Issue Category	<input type="checkbox"/> Access to Care or Services (for example - telephone system, appointments, TRICARE) <input checked="" type="checkbox"/> Customer Service <input type="checkbox"/> Environment (for example - safety, parking, facility cleanliness) <input type="checkbox"/> Quality of Care <input type="checkbox"/> Other Specify:				

**Comments**

Feedback: Good day. I wanted to take time and express my gratitude to Dr. Basch for his excellent assistance. I had noticed better results after several sessions posterior to lower back injury. The medicine did help to alleviate some of the pain; however, Dr. Basch was able to enhance the healing process with the application of chiropractic. It would be detrimental to any base to eliminate this service available to all military personnel. Thank you for your support and time.

Staff Use Only Staff Use Only Staff Use Only

Tracking Number Assigned (Patient Relations Staff Only)

16,081

AUTH: 5 USC310, Department Regulations. PURPOSE: To improve patient care and relations. ROUTINE USES: Evaluation and improvement in customer treatment, implementation of suggestions, and responding to compliments, concerns, and questions.

5/14/15

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Last Name te		First Name		Rank/Grade <b>CAPT</b>	Last 4 of Sponsor's SSN <b>USMC INFANTRY</b>
Email Address		Home Phone - - - - -	Work Phone	Cell Phone <b>COMPANY COMMANDER</b>	
Clinic, Department, or Service Area 52 ABMC			Staff Members Name(s) (if known) Larry Basch		
Date Of Event 5/13/2015			Date Form Completed 5/14/2015 10:46:12		
Issue Type	<input checked="" type="checkbox"/> Compliment		<input type="checkbox"/> Concern		<input type="checkbox"/> Question / Request For Assistance
Issue Category	<input type="checkbox"/> Access to Care or Services (for example - telephone system, appointments, TRICARE) <input checked="" type="checkbox"/> Customer Service <input type="checkbox"/> Environment (for example - safety, parking, facility cleanliness) <input type="checkbox"/> Quality of Care <input type="checkbox"/> Other Specify:				

Comments

Feedback: Chiropractor Dr. Larry Basch has been treating me as the 52 Area Chiropractor for over a year now. I have also referred many of my Combat Instructor Marines to see him for injury prevention, injury rehabilitation, and overall physical wellness. Working at SOI-W, Dr. Basch has preserved my ability to conduct the frequent physical rigors of my job training entry-level Marines which include over 12 live-fire ranges over 30k of hiking under load every 29 days, year round. Without his care, my Combat Instructors as well as my own abilities to conduct our jobs would be significantly degraded if not non-existent. His care has prevented injuries from forming and sustained our physical abilities to conduct such a high operational training tempo. Given our high operational tempo and strict schedule with the students, his 52 Area office offers convenience and accessibility to his services whereas commuting to other areas (30+ min commute across base from 52 Area) would be impossible to receive timely and responsive care. His services at the 52 Area are mission critical and essential to our jobs as Marines. Dr. Larry Basch, DC, CCSP, CCEP (former Marine) with over 21 years of clinical experience & post graduate credentials should remain as the 52 Area Chiropractor.

Staff Use Only Staff Use Only Staff Use Only

Tracking Number Assigned (Patient Relations Staff Only)	16096	
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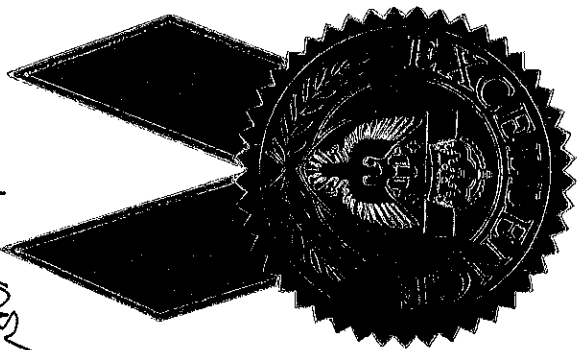
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vld*

  
M. A. KOBEL, CAPT, MC, USN  
COMMANDING OFFICER  
MAY 14 2015

