

Pensacola Memorial Gardens and Funeral Home, Inc.

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To whom it may concern:

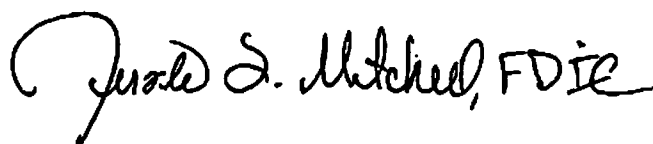
My name is Jerald Mitchell and I am the Funeral Director in charge at Pensacola Memorial Gardens Funeral Home. I am writing to voice my frustration with our current medical examiner and her office staff.

First and foremost, the autopsies performed in this office I would almost equate with mutilation. Most of the time the arteries and veins are so butchered that they leak when trying to embalm. Every previous medical examiner would tie off the major arteries and veins, so that they were easily visible among the surrounding tissues. Often the incision made to perform the cranial autopsy is cut too close to the top of the head instead which makes it difficult to camouflage so our families can have a pleasant memory of their loved one at the funeral service. I believe a Winn Dixie Butcher takes more pride and care in their work. The turnaround time for cremation authorization has never taken as long as it currently takes under this medical examiner. I received an autopsy from Tallahassee and it was done properly without appearing mutilated. If the current medical examiner is kept, she should be required to train with those in Tallahassee to learn how to properly perform an autopsy, not only for the benefit of embalmers but for the families of the deceased as well.

Sidney at the Medical examiner's office has been rude to our directors when we call to get clarification on "medical examiner hold" and other issues. I personally picked up a deceased from the medical examiner's office and when the deceased was brought out to me, the person releasing to my care (did not catch her name) accidentally dropped the deceased's head on the table and said, "Oops, she didn't feel it."

The lack of care and professionalism is my concern.

Sincerely,



Jerald S. Mitchell, FDIC