

EXHIBIT 12  
DATE 2/17/05  
HR 6:17



**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
**Patient Feedback**

Date 1/21/05  
PT D.A. PSP \_\_\_\_\_

Your feedback about the experience at IMPP OPSS helps us to continue providing high-quality care for our patients. Please answer the following questions honestly. Any additional comments will be extremely helpful.

1. I felt confident in the clinic staff: Yes  No \_\_\_\_\_
2. The patient associate helped me relax during the procedure: Yes  No \_\_\_\_\_
3. The patient associate was tuned in to my feelings: Yes  No \_\_\_\_\_
4. I felt I could ask the doctor my questions: Yes  No \_\_\_\_\_
5. The Doctor was reasonably gentle during the procedure: Yes  No \_\_\_\_\_
6. The after-care instructions were explained clearly: Yes  No \_\_\_\_\_
7. The pain I experienced was \_\_\_\_\_ more  less \_\_\_\_\_ about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

Inflicted some sort of pain on myself to cause miscarriage.

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

Everyone has been wonderful - from the first phone call to discharge.

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1-888-867-8961  
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219 East Main  
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1-888-867-8961



**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
**Patient Feedback**

Date 11/21/05  
 PT A.K. PSP \_\_\_\_\_

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5. The Doctor was reasonably gentle during the procedure: Yes  No \_\_\_\_\_
6. The after-care instructions were explained clearly: Yes  No \_\_\_\_\_
7. The pain I experienced was \_\_\_\_\_ more  less ~~the same~~ about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

jump off a cliff. I would not be able to carry a child to term.

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

I had a wonderful experience. This was easier & more comfortable than I thought it would be. The staff was excellent & I would continue my care here. I felt safe & I can trust the staff. Thank you.

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 11/14/03  
 PT AB PSP \_\_\_\_\_

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7. The pain I experienced was \_\_\_\_\_ more less about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

Don't know, perhaps done  
it illegally and thus unsafe.

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

The doctor and all the staff were  
amazing. I felt as comfortable as I  
possibly could because of their treatment  
and consideration towards my feelings.  
Thank you very much for that.

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 11/21/03  
 PT OB PSP \_\_\_\_\_

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4. I felt I could ask the doctor my questions: Yes  No
5. The Doctor was reasonably gentle during the procedure: Yes  No
6. The after-care instructions were explained clearly: Yes  No
7. The pain I experienced was \_\_\_ more  less \_\_\_ about the same as I expected.
8. What would you have done if abortion were not legal in the United States?  
I probably wouldn't be able to keep myself from hurting myself.

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

My experience was difficult for me but not because of the staff - but because I lost my head and started feeling really bad. But the nurses & the Doctor were wonderful to me. They helped me out alot. Thank you all for being such wonderful people. Thank you.

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 11/21/03  
 PT KB PSP \_\_\_\_\_

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5. The Doctor was reasonably gentle during the procedure: Yes  No \_\_\_\_\_
6. The after-care instructions were explained clearly: Yes  No \_\_\_\_\_
7. The pain I experienced was \_\_\_\_\_ more  less \_\_\_\_\_ about the same as I expected.

8. What would you have done if abortion were not legal in the United States?

*search out herbal remedies if possible and if necessary  
 have child & pursue adoption. Also, possible other countries for abortion options*

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

*I cannot express how truly impressed I am with the quality of the staff here. I am so thankful & grateful for the level of professionalism & warm words from every person I encountered. I wish there was something I could do to repay this staff for the warmth, kindness & smiles, not only as well as the conversations during procedure. (It frightened me to think how someone in power could take this all away!!)*

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*I appreciate everyone here more than words can describe.<sup>07</sup>  
 you are all angels.*



**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 11/14/03  
 PT SK PSP \_\_\_\_\_

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7. The pain I experienced was \_\_\_\_\_ more \_\_\_\_\_ less  about the same as I expected.
8. What would you have done if abortion were not legal in the United States?  
I would have found an illegal provider

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

a Very Kind Staff

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 11/14/03  
 PT 12/28/68 PSP \_\_\_\_\_  
 MD

Your feedback about the experience at IMPP OPSS helps us to continue providing high-quality care for our patients. Please answer the following questions honestly. Any additional comments will be extremely helpful.

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2. The patient associate helped me relax during the procedure: Yes  No
3. The patient associate was tuned in to my feelings: Yes  No
4. I felt I could ask the doctor my questions: Yes  No
5. The Doctor was reasonably gentle during the procedure: Yes  No
6. The after-care instructions were explained clearly: Yes  No
7. The pain I experienced was  more  less  about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

Back away abortion

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

Everyone was very friendly & comforting. Made me feel even better of the choice I made.

Thank you.

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 11/14/03  
 PT ML PSP \_\_\_\_\_

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3. The patient associate was tuned in to my feelings: Yes  No
4. I felt I could ask the doctor my questions: Yes  No
5. The Doctor was reasonably gentle during the procedure: Yes  No
6. The after-care instructions were explained clearly: Yes  No
7. The pain I experienced was  more  less  about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

obtained an illegal abortion if possible; perhaps gone elsewhere for a legal one.

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

I felt very comfortable with all the clinicians here.

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 2/13/04  
 PT KV PSP \_\_\_\_\_

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2. The patient associate helped me relax during the procedure: Yes  No
3. The patient associate was tuned in to my feelings: Yes  No
4. I felt I could ask the doctor my questions: Yes  No
5. The Doctor was reasonably gentle during the procedure: Yes  No
6. The after-care instructions were explained clearly: Yes  No
7. The pain I experienced was less  more  about the same as I expected. No pain
8. What would you have done if abortion were not legal in the United States?

Been in big trouble ~ probably would've used veterinary grade abortives

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

Overall I was very impressed I know how the general public feels and at least here I didn't feel judged.

Thank You Very Much

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
**Patient Feedback**

Date 1-16-03.

PT \_\_\_\_\_ PSP \_\_\_\_\_

Your feedback about the experience at IMPP OPSS helps us to continue providing high-quality care for our patients. Please answer the following questions honestly. Any additional comments will be extremely helpful.

1. I felt confident in the clinic staff: Yes  No
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5. The Doctor was reasonably gentle during the procedure: Yes  No
6. The after-care instructions were explained clearly: Yes  No
7. The pain I experienced was  more  less  about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

*That's a horrible thing to think about. I definitely know that I could never ~~go~~ go through with Adoption. And right now I don't feel I could give another child the love, security, attention they need.*

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

*I was very scared to come to the clinic, but once I was here, I instantly felt comfortable. Everything was explained clearly. The staff was amazingly supportive, kind, and understanding. They made a bad situation an actually enjoyable one in the end. Thank you for helping me!*

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 6/20/03  
 PT DC PSP \_\_\_\_\_

Your feedback about the experience at IMPP OPSS helps us to continue providing high-quality care for our patients. Please answer the following questions honestly. Any additional comments will be extremely helpful.

1. I felt confident in the clinic staff: Yes  No \_\_\_\_\_
2. The patient associate helped me relax during the procedure: Yes  No \_\_\_\_\_
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4. I felt I could ask the doctor my questions: Yes  No \_\_\_\_\_
5. The Doctor was reasonably gentle during the procedure: Yes  No \_\_\_\_\_
6. The after-care instructions were explained clearly: Yes  No \_\_\_\_\_
7. The pain I experienced was \_\_\_\_\_ more  less \_\_\_\_\_ about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

*I would have ended up in a back alley as happened to women prior to its legality.*

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

*I believe that the care I received here was exceptional in all respects.*

*The staff was professional, compassionate and extremely sensitive to all my feelings, concerns and anxieties. They made a difficult situation bearable and comfortable.*

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 4/11/03  
 PT RB PSP \_\_\_\_\_

Your feedback about the experience at IMPP OPSS helps us to continue providing high-quality care for our patients. Please answer the following questions honestly. Any additional comments will be extremely helpful.

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2. The patient associate helped me relax during the procedure: Yes  No \_\_\_\_\_
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5. The Doctor was reasonably gentle during the procedure: Yes  No \_\_\_\_\_
6. The after-care instructions were explained clearly: Yes  No \_\_\_\_\_
7. The pain I experienced was  more \_\_\_\_\_ less \_\_\_\_\_ about the same as I expected.

8. What would you have done if abortion were not legal in the United States?

would have found some herbs that induce  
Miscarriages.

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

I'm glad someone was there to hold my  
hand cause I was really scared. She made me  
feel more at ease. I hurt more than I  
expected but with a rice pack, hot pack, a glass  
of water and a couple of cookies I felt much  
better.

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

N.P.L

Date 5-21-04  
 PT \_\_\_\_\_ PSP \_\_\_\_\_

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7. The pain I experienced was \_\_\_\_\_ more less about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

I would have had a miscarriage.

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

Every one was very nice and comforting!! I wish the clinic in Great falls was like this one!

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date June 18, 04  
 PT \_\_\_\_\_ PSP \_\_\_\_\_

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6. The after-care instructions were explained clearly: Yes  No \_\_\_\_\_
7. The pain I experienced was \_\_\_\_\_ more  less  about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

Continued my miscarriage @ home  
& probly would have gotten an infection.

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

Jeri was very sweet /  
& Brooke was also very nice  
they help make you feel comfortable  
~~throughout~~ during this process.  
I want to thank everyone for  
their support.  
Thank-You!!

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 2/27/04  
 PT WO PSP \_\_\_\_\_

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7. The pain I experienced was \_\_\_\_\_ more  less \_\_\_\_\_ about the same as I expected.

8. What would you have done if abortion were not legal in the United States?

Left the States - as found an illegal practitioner

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

It was easier than I expected

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**Out Patient Surgical Services**  
 Patient Feedback

Date 11/21/05  
 PT DR. PSP \_\_\_\_\_

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7. The pain I experienced was  more \_\_\_\_\_ less \_\_\_\_\_ about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

do it illegally

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

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1500 Cannon Street  
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 F (406) 443-2351  
 1-888-867-8961

219 East Main  
 Missoula, MT 59802  
 P (406) 728-5490  
 F (406) 728-5497  
 1-888-867-8961



**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
**Patient Feedback**

Date 1/19/04  
 PT \_\_\_\_\_ PSP \_\_\_\_\_

Your feedback about the experience at IMPP OPSS helps us to continue providing high-quality care for our patients. Please answer the following questions honestly. Any additional comments will be extremely helpful.

1. I felt confident in the clinic staff: Yes  No \_\_\_\_\_
2. The patient associate helped me relax during the procedure: Yes  No \_\_\_\_\_
3. The patient associate was tuned in to my feelings: Yes  No \_\_\_\_\_
4. I felt I could ask the doctor my questions: Yes  No \_\_\_\_\_
5. The Doctor was reasonably gentle during the procedure: Yes  No \_\_\_\_\_
6. The after-care instructions were explained clearly: Yes  No \_\_\_\_\_
7. The pain I experienced was \_\_\_\_\_ more  less \_\_\_\_\_ about the same as I expected.
8. What would you have done if abortion were not legal in the United States?  
Looked into herbal options or looked for a way to do it illegally.

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

Everyone here was fantastic. I felt very comfortable considering the situation. All the people were very open and straight forward which put me at ease more than I expected. You guys are great every time I come here and I really appreciate it.

721 N 29<sup>th</sup> St  
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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date 3/26/04  
 PT MP PSP \_\_\_\_\_

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2. The patient associate helped me relax during the procedure: Yes  No \_\_\_\_\_
3. The patient associate was tuned in to my feelings: Yes  No \_\_\_\_\_
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5. The Doctor was reasonably gentle during the procedure: Yes  No \_\_\_\_\_
6. The after-care instructions were explained clearly: Yes  No \_\_\_\_\_
7. The pain I experienced was \_\_\_\_\_ more \_\_\_\_\_ less  about the same as I expected.

8. What would you have done if abortion were not legal in the United States?

*Possibly been like the girl who took extreme  
 pills, or all those teen who believe in them dump.*

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

*Everyone was just great, kind, compassionate  
 & understanding. Thanks for all you  
 who fall at planned parenthood for so  
 many.*

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**InterMountain Planned Parenthood**  
**Out Patient Surgical Services**  
 Patient Feedback

Date \_\_\_\_\_  
 PT \_\_\_\_\_ PSP \_\_\_\_\_

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6. The after-care instructions were explained clearly: Yes  No
7. The pain I experienced was \_\_\_\_\_ more  less \_\_\_\_\_ about the same as I expected.
8. What would you have done if abortion were not legal in the United States?

*probably do everything to try to  
 miscarry.*

9. Please write any comments you have about your experience at our clinic. How did it compare with what you expected? Any suggestions for improvement of our services are welcome.

*Everything was great everyone done  
 a great job.*

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