

CAMISHA JONES

On Behalf of the Hospital in Response to Your Grievance

Dear Ms [REDACTED]

This letter [REDACTED] concerns [REDACTED] Hospital's [REDACTED] experience on September 4, 2020 [REDACTED] all of your concerns [REDACTED] for review. We are disheartened [REDACTED] you [REDACTED] expect [REDACTED] we take all concerns [REDACTED] seriously.

[REDACTED] inform [REDACTED] us [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED] avoid this error [REDACTED]

[REDACTED] i [REDACTED] complicate [REDACTED] call for more [REDACTED]
protocol [REDACTED]

3) Concern [REDACTED] is [REDACTED] incorrect [REDACTED]
be [REDACTED] removed [REDACTED]

[REDACTED] follow [REDACTED] our procedure, as we [REDACTED]
[REDACTED] point [REDACTED] and transfer [REDACTED] care to another [REDACTED]
[REDACTED]

A review was conducted specifically to [REDACTED] Respect [REDACTED] our findings

[REDACTED] you [REDACTED] are [REDACTED]
[REDACTED] marked [REDACTED]
[REDACTED]
[REDACTED] agreement [REDACTED]
[REDACTED] not necessary at this time [REDACTED]

From this review, we realized there were opportunities to [REDACTED]
[REDACTED] order [REDACTED] you to [REDACTED] level [REDACTED] with the providers [REDACTED]. We [REDACTED]
understand [REDACTED] specialists and
departments [REDACTED] sing [REDACTED] of care [REDACTED]. We are
very sorry [REDACTED] our intent to [REDACTED] care [REDACTED] not [REDACTED] was not clear prior to the [REDACTED]
appointment.

[REDACTED]
[REDACTED] We understand how stressful this must
have been [REDACTED] and how upsetting it was to you. We are very sorry that the
information wasn't shared [REDACTED]
[REDACTED] Teams [REDACTED] met to discuss your
experience to ensure that other patients [REDACTED] experience the same level of
frustration and disappointment.

On behalf of [REDACTED] a [REDACTED] Hospital [REDACTED] we sincerely regret [REDACTED]
you [REDACTED]
[REDACTED]
[REDACTED] at all locations [REDACTED]
[REDACTED]