



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Public Health  
250 Washington Street, Boston, MA 02108-4619

CHARLES D. BAKER  
Governor

KARYN E. POLITO  
Lieutenant Governor

MARYLOU SUDDERS  
Secretary

MONICA BHAREL, MD, MPH  
Commissioner

Tel: 617-624-6000  
www.mass.gov/dph

May 8, 2015

David Kassel  
Communications Director  
Massachusetts Coalition of Families and Advocates, Inc. (COFAR)  
112 West Bare Hill Road  
Harvard, MA 01451

Re: Your Public Records Request

Dear Mr. Kassel:

This is in regard to your request for a copy of any investigation report created by the Department of Public Health (the Department) regarding the treatment of a specifically named individual at Lowell General Hospital.

I am attaching a copy of the investigation report created by the Department that is responsive to your request. Please note that the Department has redacted portions of this investigation report pursuant to M.G. L. c.4, §7(26)(c), which exempts medical files or information from disclosure.

Pursuant to M.G.L. c.66, section 10, you may appeal our reliance on this exemption to the Supervisor of Public Records.

Please contact me at 617-994-9811 with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Rebecca Rodman", written over a horizontal line.

Rebecca Rodman  
Deputy General Counsel

cc: Shawn A. Williams  
Supervisor of Records

Sherman Lohnes

2. RECORDS REVIEWED

Medical Records  
Medical Records  
Hospital Policies/Procedures  
ED Physician Schedule  
Personnel File

Medical Records  
Hospital Policies/Procedures  
Hospital Policies/Procedures  
Related ED Re-visit Data  
Credential Files

3. PHYSICAL EVIDENCE REVIEWED

Tour Emergency Department

---

B. ISSUES FOR INVESTIGATION

1. SYNOPSIS: It was alleged that \_\_\_\_\_, Patient (Pt) #1,  
was \_\_\_\_\_

\_\_\_\_\_ . It was alleged that the Hospital Emergency  
Department staff were ill equipped to deal with \_\_\_\_\_

\_\_\_\_\_ . Based on  
review of the three \_\_\_\_\_  
\_\_\_\_\_ medical records and interviews with staff, the allegation  
was determined not to be valid. Review of each \_\_\_\_\_

\_\_\_\_\_ indicated that  
appropriate care was rendered. The discharge plans were  
appropriate and communicated \_\_\_\_\_

\_\_\_\_\_ .  
A CMS authorized survey was conducted.  
No deficiencies were cited.

INVESTIGATION REPORT

HOSPITAL

Reference # 12-0226

Page 2

---

Date:

1.) the medical staff must be well organized and accountable to the governing body for the quality of the medical care provided to the patient 482.22 (b).

2.) the patient has the right to receive care in a safe setting 482.13 (c) (2).

3.) policies and procedures governing medical care provided in the emergency service or department are established by and are a continuing responsibility of the medical staff 482.55 (a).

The Complainant was interviewed by telephone on 3/1/12 at 12:45 P.M.

Review of the correspondence from the Complainant received by the Department of Public Health on 2/28/12

Survey findings:

ED VISIT #1

INVESTIGATION REPORT

Facility: LOWELL GENERAL HOSPITAL

Reference # 12-0226

Page 3

INVESTIGATION REPORT

Facility: LOWELL GENERAL HOSPITAL

Reference # 12-0226

Page 4

INVESTIGATION REPORT

Facility: LOWELL GENERAL HOSPITAL

Reference # 12-0226

Page 5

2.) Review of the Medical Screening Examination dated 2/7/12 indicated