

**Complaint concerning PrimeCare, Ms. Wooldridge, and Ms. Medow**

Saturday, December 27, 2008 9:43 AM

From: "sharyn eklund" <sharynkeklund@yahoo.com>**To:** mghpatientadvocacy@partners.org**Cc:** rob.moran@verizon.net, pkeller@hcalliancema.org, kbusa@busaschechner.com, ago@state.ma.us, ldefabritiis@comcast.net**Bcc:** edconway@calvarychapel.org, newstips@thebostonchannel.com, robin_westmiller@yahoo.com

3 Files (8476KB)



Untitled-1.p



Untitled-3.p



Untitled-4 .i

Over the course of more than a year, my mother has been subjected to a negligent, non-licensed, non-certified home health care agency and a negligent, callous, complacent "guardian." This "guardian" was given notice on many occasions (see the attached "untitled -1") that this agency was not doing its job, but she did nothing. Finally, after my mother had not received her medication for several days and she was facing another medical emergency, my sister removed this home health care agency from my mother's home. Still it appeared the the "guardian" registered no concern for my mother - only for herself (see the attached "untitled 1,4").

Prior to this aforementioned incident, my sister and I had hoped that a third party might impress upon said guardian that this home health care agency was not doing its job. When my mother was admitted to Mass General, one of the medical emergencies while said agency was in place, my sister was approached by a member of PrimeCare (J. Wooldridge), who asked my sister if my mother needed help and if my mother had **money**. My sister and I thought that perhaps a teleconference including us, the "care manager" from PrimeCare and the guardian would impress upon the guardian that the actions of this home health care agency were placing my mother at risk. This teleconference did not seem to bear fruit (at least not for my mother) - i.e., this home health care agency stayed in place until removed by my sister; and at the time we had no way of knowing that the guardian would latch onto PrimeCare after the agency (Best Home Care) was removed to cover her future actions/in-actions/missteps. We were told by a member of PrimeCare (J. Wooldridge) that the guardian needed a liaison because the guardian did not feel comfortable dealing with medical issues. So now my mother has to pay for this "guardian" and "PrimeCare," which was put in place as a liaison and cover.

Though PrimeCare appears to have competent individuals, we were struck by their second question to my sister - i.e., "does your mother have **money**?" They appear to be vultures in wait for their prey; and the last time I saw a given representative on 9/12 (J. Wooldridge), I was threatened that if we were not compliant and quiescent regarding the actions of the guardian et al, that the guardian et al would go through my mother's assets at a quicker pace. Based upon the bank statement in October, it appears that they have done just that.

Since Ms. Wooldridge semi-retired, Ms. Medow replaced her, but she was out of the picture for awhile due to personal issues. Then, when she came to visit my mother on October 6th, with Ms. Cukier, neither one of them had the presence of mind to impress upon my brother Brad the importance of a low salt diet. Ms. Medow admitted this to me as well as the fact that she did not know that my mother was on a low fat diet and has blockage of both carotid arteries. It appears that Ms. Medow is not attentive to details. This was recently underscored when she was

badgering my sister about her (Ms. Medow) not knowing of a follow-up appointment with Dr. Kramer. If Ms. Medow had only read her email from the previous month she would have known and hopefully wouldn't have taken an attitude with my sister (see attached "untitled 3").

To further compound their error, Ms. Cukier (in a 9/1/08 email) indicated that Brad should be on his own without any assistance from us. Obviously, based upon the end result, Brad needed some assistance. It certainly didn't come from Ms. Cukier or Ms. Medow.

Based upon Ms. Medow's performance to date, we find her actions suspect and self serving. Obviously, her function is to cover for the in-actions/actions of Ms. Cukier and now for her own missteps.

Kindly send us the organizational chart of Mass General/PrimeCare; information on who has oversight/supervisory function for PrimeCare; information on PrimeCare's disciplinary policy and who implements said policy.

We request that Ms. Medow be removed from dealing with any issues pertaining to my mother. She has not helped my mother in any fashion; she had precipitate my mother going into the Winchester ER/hospital on 10/13/08; and it appears she welcomes any opportunity to bill, which is difficult to accept as my mother has to beg virtually every week for money for basic needs.

Kindly respond with your disciplinary actions as soon as possible.

Also, please see that the President, Mass General receives a copy of this complaint.

The rest of this complaint will be sent shortly.

Sharyn Eklund
781-646-6568

**RE: Complaint concerning PrimeCare, Ms. Wooldridge, and Ms. Medow**

Tuesday, December 30, 2008 2:06 PM

From: "MGH Patient Advocacy" <MGHPATIENTADVOCACY@PARTNERS.ORG>

To: "sharyn eklund" <sharyneklund@yahoo.com>

Dear Ms. Eklund,

Thank you for taking the time to write to us and for making us aware of these important issues. I apologize if you feel that you, or your mother, has had a negative experience with our Primecare Service. It is extremely important to us that in addition to receiving excellent clinical care, that each patient also feels they are treated with a level of sensitivity and professionalism that should be expected from an institution such as the MGH. It is also our expectation that each member of the MGH community will maintain the highest standards of compassion and respect towards our patients at all times.

I did have an opportunity to share your e-mail with Ms. Medow who has informed me that she, and the Primecare Service, are already aware of these longstanding issues. As you know, the Primecare Service has been engaged by Ms. Cukier to oversee your mother's medical care. Ms. Medow will make sure that the information you have provided to us is shared with Ms. Cukier. Any concerns about the role of Primecare in your mother's care need to be directed back to Ms. Cukier.

The only intervention that my office can assist you with at this time is to make sure that the information in your e-mail is entered into our patient event reporting system. By doing so, we can make sure that the details you have provided will be reported directly to a number of individuals throughout the institution. Any follow to be done on these issues is conducted at the department level by the individual managers or directors. If any disciplinary action is taken we do not share that information with patients or family members.

Thank you again for your time and effort.

Sincerely,

Steve Reardon
MGH Office of Patient Advocacy

From: sharyn eklund [mailto:sharyneklund@yahoo.com]**Sent:** Saturday, December 27, 2008 10:44 AM**To:** MGH Patient Advocacy**Cc:** rob.moran@verizon.net; pkeller@hcalliancema.org; kbusa@busaschechner.com; ago@state.ma.us; ldefabritiis@comcast.net**Subject:** Complaint concerning PrimeCare, Ms. Wooldridge, and Ms. Medow

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