

[REDACTED] email - clarification

Inbox x

Jean DENTINGER

Jun  
19

to me

Hi Joan,

This is the original message [REDACTED] sent to Chris F. It does not have the individual's name. I wanted to avoid confusion because the second one is different from the one I sent you because the second one has the individual's name. He resent the email after I requested that the just give me the name and nothing else.

Jean

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]  
Sent: Thursday, May 18, 2017 12:06 PM  
To: Farentinos, Chris :UCBH VP Unity Ctr Behavioral Health  
Subject: Abuse

I have a patient in an emergency room. [REDACTED]  
[REDACTED]  
[REDACTED]

Recent stressors were a [REDACTED]  
[REDACTED]

She lives with a cousin who [REDACTED]. So, [REDACTED]  
[REDACTED]

What she said was that she went all day yesterday isolated and with no one to talk to in the ED. (She is locked in the an emergency department room that resembles a small storage unit.) [REDACTED] No one gave her a toothbrush or offered a shower.

Last night, after being there for almost 12 hours and feeling isolated, she decided to turn on the TV in her room. It was set for a wrestling channel and the volume was pretty high. She'd didn't like the violence and the yelling.

However, the remote didn't work, so she was unable to change the channel, reduce the volume, or turn off the TV.

She told staff about it but nothing happened. When I arrived at 9:30 this morning the TV was still on. We could hardly hear each other talk. Staff had described her as "irritable" and this was likely the reason why.  
[REDACTED]

The social worker agreed that [REDACTED] and was hoping to [REDACTED]

I spoke to the patient's mother, who said she was bothered that her daughter had

no one to talk to all day yesterday and so was reluctant to leave her in the emergency department. Nor did she feel that it would be safe for her to go home at this time.

However, the [REDACTED]

In my mind, this is an abusive situation, but since it is sanctioned by our system because of the Unity PES, we're supposed to believe that it is state-of-the-art. It isn't.

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Complaint not actionable by QM / JRice