

August 14, 2023

Dear Former Compass Patient:

As you are aware I was appointed as the Patient Healthcare Ombudsman in the Compass Medical P.C. chapter 7 bankruptcy case. I am aware that you and other patients may have experienced significant difficulty in obtaining your patient records that are necessary to ensure the continuity of your care. In light of these issues, I recently filed the attached report in the bankruptcy case to inform the court of these difficulties.

Since my appointment, I have been working closely with the Chapter 7 Trustee, who was appointed to administer the liquidation of Compass in the bankruptcy case, to establish both short- and long-term solutions to resolve patient access to their records. While these discussions are continuing, we unfortunately do not have a solution as of today. I will contact you as soon as a medical record custodian is identified and a protocol is established for obtaining your medical records.

In the meantime, I have been advised by the Chapter 7 Trustee that the following options may be available to patients seeking continued care:

1. If your new provider is either an Atrius or Steward practice, they may be able to more readily access your medical records through a common digital record keeping platform with your consent, although they may not have access to all diagnostic imaging yet.
2. If your provider is not at Atrius or Steward, your provider may be able to obtain partial access to your medical record through the health interoperability function, although your new provider may not be able to access all of your medical records.
3. While the Compass website provides a link for patients request records, it should be noted that there is a significant backlog of requests at this time and it is unlikely that these requests will be processed until a record custodian is identified.

In the meantime, if you have an urgent medical need both Atrius and Steward have advised me that they are willing to provide continued care for Compass' former patients.

To access care at either of these organizations, you may reach out to the following:

For Atrius:

Go to:

<https://www.atriushealth.org/landing-page/compass-medical> , or call

Registration for Compass Medical Patients:

Monday - Friday, 8:00am - 6:00pm

1-800-468-7146

For Steward:

Go to: <https://www.stewardmedicalgroup.org/compass> , or call

To make an appointment with a physician or provider, call: 508-630-7280.

If you experience any difficulty with accessing care, please contact me at 212-223-5020.

Joseph J. Tomaino