

September 13, 2023

Dear former Compass Patient:

As the Court appointed Patient Care Ombudsman in the Compass Medical Bankruptcy case, I have been trying to assist you with pressing for access to medical records and diagnostic images. There is a Court Hearing on the matter this week, and there will likely be more information evolving, however I want to share some additional information now.

Patients who have followed their Compass providers to either Atrius or Steward Medical, your providers continue to have access to your medical records in order to continue to provide you with care. They do not yet have the ability to transfer the records from the Compass system into theirs.

For patients who need access to mammography and other diagnostic images, I have learned the following:

Jefferson Radiology provided these services for Compass and has the images in their system.

- Prior to calling Jefferson, the patient should have a list of the studies they are requesting and the dates of service (i.e. Screening Mammo Tomo on 6/12/2023). Their provider office can provide that information to the patients as it resides in the E Clinical Works electronic health system.
- With that information, the patient should call Jefferson Radiology at 1-860-289-3375 and press 2 (for patients) then press 0 (all other inquiries). The Jefferson Radiology representative will be able to look up their records and have the file room send a CD or make one available for pickup at a Jefferson Radiology location.

I will continue to keep you informed as medical record access improves.

Regards,



Joseph J. Tomaino
Patient Care Ombudsman