

October 6, 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 continue to experience significant difficulty in obtaining your patient records that are necessary to ensure the continuity of your care.

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 still 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 you continue to see your former Compass medical provider at a new location, they may be able to continue to use their Compass credentials for a short period of time to view your prior records. They are not able to transfer those records.
2. If your provider was not formerly with Compass, they 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. Again, they cannot transfer records.

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 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.

**FOR PATIENTS NEEDING PRIOR DIAGNOSTIC RESULTS, INCLUDING MAMMOGRAPHY:**

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 lookup 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. We have added you to our email list. As soon as a process is set up for you to be able to request a transfer of your records, we will send you an email.



Joseph J. Tomaino  
Patient Care Ombudsman