



## Patient Care Ombudsman FAQs

### What is a Patient Care Ombudsman?

In Chapter 7, 9, and 11 cases where the debtor is a health care business, the bankruptcy court is required to order appointment of a patient care ombudsman (PCO) within 30 days after the case commences. The PCO is charged with monitoring the quality of patient care and representing the interests of the patients. The court will make this appointment unless it finds that it is not necessary for the protection of the patients under the specific facts of the case. 11 U.S.C. § 333(a)(1). The PCO plays an important role throughout the bankruptcy process. As the debtor restructures, they are in place to make sure that the quality of patient care does not decline. More information on Patient Care Ombudsman can be [found here](#).

### What is a Patient Care Ombudsman's role?

The Ombudsman is the eyes and ears of the Court, monitoring for what impact the bankruptcy is having on the health care services delivered by the Debtor. The role also involves monitoring the management of medical records and representing the interests of patients in deliberations about them. The Ombudsman is not in a position to retain, control, or even view medical records.

### Can you provide my medical records from Compass Medical, P.C.?

Unfortunately, in this case, the PCO cannot provide medical records to former patients of Compass Medical, P.C. On February 15, 2024, the Court stated [...] "*Steward Medical Group ("SMG") "shall take possession of all Medical Records" of Compass Medical Group, including those of patients who were not patients of SMG under the previous joint venture with Compass Medical Group. The Medical Records Order further states, "To the extent the Medical Records contain medical records respecting individuals who have not been patients of SMG, SMG shall be deemed a custodian of such [records]."* More details can be found in the court report filed on April 2, 2024, [here](#).

### Who should I contact for my medical records?

Compass patients have been instructed to contact Steward Medical Group for their Compass records and the advice is to continue to do so. Unfortunately, feedback from patients has been that these calls have not been fruitful.

### What are you doing to resolve the issue regarding access to medical records?

Getting patients access to their medical records is of the utmost importance and a priority for the PCO. We continue to have repeated calls with the counsel for the Trustee, and as of April 2, 2024, have contacted SMG's legal counsel to establish direct communication on this matter. Further, the PCO contacted the Attorney General's office to further coordinate this matter with the Department of Public Health and the Office of Civil Rights. The PCO has filed complaints with these agencies on behalf of all patients, however patients should feel free to file their own complaints as well. More details can be found in the court report filed on April 2, 2024, [here](#).