

Grievance - 986 (SJM Ref #1,056,647)

From: (b)(6); (b)(7)(C)
(b)(6); (b)(7)(C) MEXICO)

Date Submitted: 07/18/2016 7:03 PM

Housing Area: F2
Assigned To: (b)(6); (b)(7)(C)

Date Received: 07/19/2016 3:37 PM

Issue: Quality of Healthcare
Outcome: Unfounded

Status: **CLOSED**
Type: Informal
Urgent: No

Request

I've gone to sick call on 3 occasions due to a sist on the back of my head witch is causing me pain. I've been seen by CDI (b)(6); (b)(7)(C) and other doctors. The other doctors tell me that it will get taken care of but send me to (b)(6); (b)(7)(C) whom tells me there is nothing that can be done about it. I was scheduled to be seen a month ago but they lied to me and did not schedule me at all. Because of the lack of care within the authority of the facility and (b)(6); (b)(7)(C) negligence I wish to request a Med apointment

Note by (b)(6); (b)(7)(C) on 07/19/2016 at 3:39 PM

Your concern has been sent to Provider (b)(6); (b)(7)(C) for review. Thank you.

Response by (b)(6); (b)(7)(C) on 07/19/2016 at 7:12 PM

I talked to you about your cysts and mentioned I will make a referral. I am still waiting for approval or denial from the granting authority. I will be seeing you soon once I get the response. Thank You

eCW note entered 7.19.16
Scanned into eCW 7.21.16
ICE GO notified 7.20.16
Entered into log 7.20.16

Grievance - 986 (SJM Ref #1,065,548)

From: (b)(6); (b)(7)(C)
(b)(6); (b)(7)(C) MEXICO)

Date Submitted: 07/22/2016 1:59 AM

Housing Area: F2

Date Received: 07/22/2016 2:16 PM

Assigned To: (b)(6); (b)(7)(C)

Status: **CLOSED**

Issue: Quality of Healthcare

Type: Informal

Outcome: Unfounded

Urgent: No

Request

I've been told by cdr (b)(6); (b)(7)(C) that nothing can be done about the lipoma on my head but another doctor told me they can treat me for it, i was told I would see a dermatologist but I havent and instead I was told by (b)(6); (b)(7)(C) that my request was denied. I am really upset with the lack of professionalism and medical attention provided. i came here just fine and now i have this ball on my head, it needs to be removed IT HURTS. Thank you

Note by (b)(6); (b)(7)(C) on 07/22/2016 at 2:24 PM

Your concern has been sent to the provider for review. Thank You.

Note by (b)(6); (b)(7)(C) on 07/28/2016 at 12:41 PM

Thank you for expressing your concern. I am forwarding this concern to your medical provider CDR (b)(6); (b)(7)(C) to address.

Note by (b)(6); (b)(7)(C) on 07/28/2016 at 3:24 PM

Your concern has been sent to the clinical director for review. Thank you

Response by (b)(6); (b)(7)(C) on 07/28/2016 at 5:47 PM

I have reviewed your case and have discussed with Commander (b)(6); (b)(7)(C) Based upon review, his plan for conservative management appears appropriate. I recommend follow up with him if no relief of your symptoms. Thank you for your concern.

eCW note entered 7.28.16
Scanned into eCW 7.29.16
ICE GO notified 07-29-16
Entered into log 07-29-16

Grievance - 986 (SJM Ref #1,079,148)

From: (b)(6); (b)(7)(C)
(b)(6); (b)(7)(C) MEXICO)

Date Submitted: 07/28/2016 9:24 AM

Housing Area: F2

Date Received: 07/28/2016 2:28 PM

Assigned To: (b)(6); (b)(7)(C)

Status: **CLOSED**

Issue: Quality of Healthcare

Type: Informal

Outcome: Unfounded

Urgent: No

Request

ARE YOU PEOPLE JUST IGNORING ME OR WHAT IS THE DEAL HERE. WHAT DO I HAVE TO DO TO GET THE PROPER MEDICAL ATTENTION THIS DAMN BALL ON MY HEAD HURTS AND IS GETTING BIGGER. I DO NOT WANT TO SEE (b)(6); (b)(7)(C) BECAUSE HE IS USELESS AND LACKS EFFORT I WANT TO GO STRAIGHT TO THE DERMATOLOGIST . I WILL PAY FOR MY OWN PROCEDURE. I CAME TO THIS PLACE JUST FINE AND NOW I HAVE THIS BALL ON MY HEAD FROM THE CRAP FOOD THEY GIVE AND IT NEEDS TO BE REMOVED 'IT HURTS'

Note by (b)(6); (b)(7)(C) on 07/28/2016 at 2:30 PM

Your concern has been sent to the medical provider for review. Thank you.

Note by (b)(6); (b)(7)(C) on 07/28/2016 at 3:25 PM

Your concern has been sent to our medical director for review. Thank you

Response by (b)(6); (b)(7)(C) on 07/28/2016 at 6:04 PM

(b)(6); (b)(7)(C) based on your medical record, your medical provider reports that you have a small lipoma that is approximately 2 centimeters. It is further reported that you have had this for years and that it is minimally tender. If it is in fact growing, then per Commander (b)(6); (b)(7)(C) recommendation, he would like to see you back to re-evaluate it. I will schedule an appointment for you for tomorrow to see him.

eCW note entered 7.28.16
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Entered into log 07-29-16

Grievance - 986 (SJM Ref #1,095,422)

From: (b)(6); (b)(7)(C)
(b)(6); (b)(7)(C) MEXICO)

Date Submitted: 08/03/2016 8:45 PM

Housing Area: C2

Date Received: 08/05/2016 12:19 PM

Assigned To: (b)(6); (b)(7)(C)

Status: **CLOSED**

Issue: Quality of Healthcare

Type: Informal

Outcome: Unfounded

Urgent: No

Request

AGAIN I HAVE NOT GOTTEN ANY RESPONSE FROM ANYBODY IN MY REQUEST TO GET MY MEDICAL PROBLEM RESOLVED. I DO NOT REMEMBER THE NAME OF THE DOCTOR WHO CAME TO SEE ME BUT I WAS TOLD HE WAS GOING TO TALK TO THE DOCTOR TO SEE WHAT THEY COULD DO ABOUT MY SITUACION. PLEASE GIVE ME AN UPDATE OR RESPONSE THANK YOU

Note by (b)(6); (b)(7)(C) on 08/04/2016 at 3:43 PM

I have sent your concern to the provider for review. Please know that you can utilize the sick call process which is daily at 5:30am to get any medical question answered. Thank you.

Response by (b)(6); (b)(7)(C) on 08/04/2016 at 6:21 PM

dear (b)(6); (b)(7)(C) your skin lesion is likely a sebaceous cyst (a recurring, collection of non infectious material) or a lipoma (benign growth of fat) that is not an emergency or suspicious for anything really serious. the lesion does not restrict your movement or impair your function and thus cannot be justified to be sent outside for removal. additionally, i am not trained on how to remove them from the scalp. i want to reassure you that this is not an emergency or a serious condition but as a result will probably not be removed either. i can ask another provider to reassess you but this would be on an elective basis. you may take nsais as needed for pain control. thank you.

Appeal by the Detainee on 08/04/2016 at 8:55 PM

I have never had anything like this ever happen to me. I came to this place just fine and now I have this ugly painfull thing on my head. Am I just supposed to live with it and take medication for the pain forever? How am I supposed to get rid of it in mexico? Should I just cut it out myself? I am not going to keep damaging my liver with pills I dont need, I got this here and it needs to be taken care of here. I will let my family know that they can just pay for the procedure bill since its too much of a convenience for this place

Note by (b)(6); (b)(7)(C) on 08/05/2016 at 12:24 PM

Your concern has been sent to Clinical Director for review

Note by (b)(6); (b)(7)(C) on 08/08/2016 at 5:22 PM

I am forwarding this concern to your regular provider for review and comment.

Appeal response by (b)(6); (b)(7)(C) on 08/09/2016 at 10:55 AM

dear (b)(6); (b)(7)(C) i'm sorry this issue is still bothering you. i'll make an appt to see you soon; we can reassess you and i'll get a second opinion; we can then discuss what your options are for removal if any. we can also discuss different pain management options too. thank you.

eCW note entered 8.29.16
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