

Grievance - 834 (SJM Ref #702,369)

From: (b)(6); (b)(7)(C) EL Date Submitted: 01/20/2016 7:12 PM
SALVADOR)
Housing Area: F4 Date Received: 01/21/2016 4:13 PM
Assigned To: (b)(6); (b)(7)(C) (CDR.) Status: **CLOSED**
Issue: Quality of Healthcare Type: Informal
Outcome: Unfounded Urgent: No

Request

On January 19 2016 I was seen by Nurse (b)(6); (b)(7)(C) she took me into an interviewing room to ask me questions about my medical. She asked me how I was feeling and I stated to her that I was in pain, my back, joints and kidney she asked how do I know that I told her because I know, thats why I am here. she stated you are here because you are here illegally thats when I told her that I didn't want to talk or be seen by her. that was a racist comment and I would like to not be seen by her or to deal with.

Note by CDR. (b)(6); (b)(7)(C) on 01/21/2016 at 4:21 PM

I amreassigning your grievance to the Nurse Manager for his awareness.

Response by CDR. (b)(6); (b)(7)(C) on 01/22/2016 at 5:03 PM

Thank you for your concerns. As the nurse administrator, I can assure that we will respect your wishes and you are always entitled to ask for a different provider. I have talked with the staff involved but am unable to validate the specifics of your grievance. After reviewing your medical record, it does appears your medical needs are being met. If you have any future medical/mental health needs, please access medical as needed through the sick call process. Thank you again for expressing your concerns and please know that our department will always strive to provide the very best medical care possible.

eCW note entered 01.22.16
scanned into eCW 01.28.16
Grievance Officer Notified 01.25.16
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