

Providence Saint John's Health Center
2121 Santa Monica Boulevard
Santa Monica, CA 90404
t: 310-829-5511

www.providence.org/saintjohns



January 3, 2020

Ms. Nadia [REDACTED]
[REDACTED]

RE: Nathan [REDACTED]

Dear Ms. [REDACTED]

This letter is in follow-up to your letter dated November 29, 2019, where you expressed concerns regarding your father's inpatient stay at Providence Saint John's Health Center. We were sorry to hear of his passing and share our condolences with you and your family.

The physician-related issues you shared (i.e., your perceived lack of concern by Dr. Anton Bilchik and the lack of communication by Dr. Morris Grabie) will be referred to our peer review process. This is a process where a patient's care provided by a physician is reviewed and assessed by other physicians with specialties similar to the physician who provided the care. In the State of California, the peer review process is confidential within the medical staff of the hospital. This law encourages open and honest review and feedback among physicians. Saint John's physicians take this process very seriously. They review cases submitted to them and provide feedback to the physicians involved.

Also, pursuant to section 43.96 of the Civil Code of California, it is the Health Center's responsibility to inform you that the Medical Board of California (MBC) is the only authority in the state that may take disciplinary action against the license of a physician. The MBC is located at 2005 Evergreen Street, Suite 1200, Sacramento, CA 95815. Their toll free number is (800) 633-2322 and the website is www.mbc.ca.gov. You may wish to contact the Medical Board of California to share the concerns regarding the physicians who cared for your father.

Please be re-assured that your concerns have been taken seriously and reviewed thoroughly as we truly believe we should always be looking to improve the quality of care that we deliver at Providence Saint John's Health Center. Letters and comments such as yours give us important feedback to help improve our service. We are sorry you were unhappy with the care we provided to your father during his hospitalization(s) and that we did not meet your expectations.

Again, please accept our condolences on the passing of your father.

Very truly yours,

A handwritten signature in blue ink that reads "Geri". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Geri Luebeck
Risk Management / Compliance