

To all of the El Camino Hospital Board Members all of the El Camino District Board Members:

Did your CEO actually send me this letter?

(and curiously dated the day before the last Hospital Board meeting and postmarked the day after it)

"El Camino Hospital has reviewed.."

Who? Tomi Ryba?

"El Camino Hospital has reviewed your many contacts with many different Hospital employees over the past several years regarding a series of issues. Your questions/issues touch three areas: "

"1) your care at the Hospital; "
It's called "abuse".

"2) a bill for a lithotripsy procedure; "
That I didn't need and had to pay \$10,893.94 in cash for. Triple the fair market price.

"and 3) .. changes that you have requested to, your medical records."
I never made any such request. Who told you that?
When if ever will you ever get my calls to your hospital recorded for quality and training purposes?

"and 3) access to, .. , your medical records."
I have a right to see them and know why they were withheld from me and who's been accessing them without my permission.
And why at least two items in them have been falsified by a nurse.
Apart from all the other unspeakable abuses in them. Which have as yet to be set right by your hospital.

"You filed a lawsuit against the Hospital that has been dismissed, as have the various appeals you filed. You also filed notice of another lawsuit and, in various communications, have threatened to sue the Hospital."
I have told the hospital that I loathe litigation and dearly wish to avoid it.
And bespeaks of someone who knows and understands little if anything about my lawsuits and their present status.
As well as the immense amount of writing, printing and serving that still lies ahead of me.

"As you know, we reviewed and addressed all of these matters."
No, I don't know this. Neither has your hospital "reviewed and addressed all of these matters."

"which repeatedly raise the same subjects seeking different answers from different employees."
Because I'm continually ignored. And still awaiting answers.

"Hospital staff has spent many, many hours responding to your requests, " -- I see little if any evidence of it.
This hospital has laid waste to my life for many many years. Including the false imprisonment – 8 days worth of hours.
Which finally after 7 wasted years it finally acknowledged.
But has as yet to acknowledge and set right the truly unspeakable abuses in those medical records.
That were withheld from me. And the restriction I placed on them totally ignored.

To which I'm now told:
"There is no further action the Hospital will take on these matters, and we are treating each of these matters as concluded. Hospital staff has been directed not to respond to your future inquiries on these closed subjects."
Perhaps this includes Board members also?

Ken Graham would never have sent me a letter like this.
He encouraged me to continue to communicate with your hospital, both before and after I gave my first speech in November of 2008.
As did other Board members also. *None* of them has ever discouraged me doing so.

How to write a quality letter

(which I'm hoping your CEO will find inspirational)

Cc: Neal Cohen, Patricia Einarson, David Reeder, John Zoglin, Nandini Tandon, Jeffrey Davis, Dennis Chiu, Julia Miller

Dear Geoffrey,

("Dear Geoffrey," is warmer and more friendly than the formal and respectful "Dear Mr. Mangers" whose tone can be easily misinterpreted),

Thank you for taking the time to read and proofread my letter to you and help me with the corrections. I will be eternally grateful to you for it. A further kindness would be if you would totally disregard it completely. It's an embarrassment I will never be able to live down. I don't know what came over me. I've been under a lot of pressure and I just snapped. I'm so sorry you had to endure it. You've endured enough as it is from our hospital. Please know that our hospital has every intention of making it right to you. Our patients come first, we value them above all else and especially the ones who spur us on to deliver ever higher levels of Quality.

Thank you for pointing out the inadequate review of the billing on your lithotripsy at LGCH. Including the absence of the review of the billing on ALL of your lithotripsies at that facility over the decades. The quality of that review in no way measures up to our rigid standards. Further, I have some serious concerns about the quality of care you've been receiving from LGCH. And why after your first visit (back in the 80's) you were never put on Potassium Citrate (like Valley Med did in 2010) to prevent the recurrence of the stones. As you know, we now own Los Gatos Community Hospital including their liabilities. I dearly hope this negligent practice isn't continuing there in order to boost the profits of their lithotripsy department. Our hospital is dedicated to the prevention of illness.

You told us in your speech April 9, 2014 that in 2010 you successfully passed 5mm stones in both your right and left ureters. Would you be so kind as to allow us to confirm this ability with the urology dept. at Valley Med? After we receive the confirmation, would an immediate refund of the \$10,893.94 on the LGCH lithotripsy of the 5mm stone on 8/7/2009 be acceptable as a good faith down payment on the rest? I haven't had time to do the calculations on the interest etc. as well as the other refunds you'd be due after the complete review.

Geoffrey, our hospital is an ethical one and does not engage in providing unnecessary services to its patients. Whether it be in Behavioral Health or any other department. You are absolutely right, mountain climbers in no way belong in involuntary care either. Furthermore, this hospital does not accept falsified application forms for involuntary commitments. Period. We have a zero tolerance policy on it and will immediately and vigorously pursue and thoroughly investigate anyone doing so or trafficking in them. This includes police officers and county hospitals.

Please accept my sincerest apologies for the tears in Dr. Zumarraga's eyes when you tried to tell her the truth while you were there.. As well as my apologies when you told our Board of it in your first speech in November 2008 and they continued to ignore it. And I'm sorry it took 7 years for you to finally hear the "Did you really say that?" question from Dr. Havel in Behavioral Health.

Outrage does not even begin to describe the abuses you have had to endure over the years.

We greatly appreciate your having brought them to our attention as well as your persistence in doing so. Like the letter you left at our February Board meeting in 2011 regarding your forcible removal while you were peaceably waiting in our lobby for your meeting with our Chairman. Would you be so kind as to provide us with another copy of it? I know this has become far too repetitive by now. I'm sorry we've been so slow in responding to it. This event occurred before my arrival here and I've been having some difficulty in trying to find anyone who knows anything about it. Anyway, I promise you it will never happen again under my watch.

Finally, please do not concern yourself with the erroneous, malicious and defamatory speculations of one or two amateurs in those Behavioral Health records who obviously have never even taken the time to get to know you. Apparently, no one has told them that falsifying medical records is a serious offense. Possibly they've become infected with too much illness surrounding them. In any event, there's absolutely no excuse for it whatever and they should have never been allowed on staff in that department.

Yes, we tried to hide it from you. And I'm so truly deeply sorry about the fashion in which you had to discover it. And how it has derailed you from attending to your court deadlines. Hopefully the court will understand. Perhaps we could help you out there? Please know that I have nothing but the highest respect for you. And that we have every intention of making it right for you in any way we can. ALL of it. Ultimately we will never be able to pay the balance on the truly unforgivable harm done to you by Behavioral Health. We acknowledge the damage and that it has been serious and wrongful and that we are gravely at fault for it. I'm hoping this letter will help in helping you to truly believe this. And that we are seriously committed to repairing it and restoring you to health as quickly as possible and delay you no more.

I believe you have an amended filing with the court's complex department that has as yet to allow you to have your ex-parte hearing with them. As well as two remittiturs to be recalled including your Appellant's Opening Briefs. One of which involves serving our entire state Legislature with a Motion to Correct the Record ("No Reporting without Recording") from which you were inspired by the video recording of our Board meetings. My goodness.

Let's get moving there.

Geoffrey, it's not only been a delight but an absolute honor to have you as a patient at our hospital. We're proud of you. I am at your service.

Proudly indeed,