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Patient Care Ombudsman

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UNITED STATES BANKRUPTCY COURT

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CENTRAL DISTRICT OF CALIFORNIA

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SANTA ANA DIVISION

11

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In re

Chapter 11

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Mohdsameer Aljanedi Dental Corporation, dba
14 Beachside Dental Group,

Case No.: 8:17-bk-14089-MW

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Debtor-In-Possession.

**FOURTH INTERIM REPORT OF PATIENT
CARE OMBUDSMAN PURSUANT TO 11 U.S.C.
§333(b)(2)**

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(No Hearing Required)

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1 Pursuant to Federal Rules of Bankruptcy Procedure 207.2(c) and the order
2 directing this appointment entered by this Court on February 20, 2018, Tamar Terzian
3 was duly appointed as the successor Patient Care Ombudsman (PCO) for Mohdsameer
4 Aljanedi Dental Corporation, dba Beachside Dental Group (the “Debtor”) in this case. In
5 accordance with Section 333(b)(2) this fourth interim report (the “Fourth Interim Report”)
6 is hereby respectfully submitted for the period of April 1, 2018 through April 30, 2018.

7 **I. INTRODUCTION**

8 On October 20, 2017, the Court approved the appointment of a Patient Care
9 Ombudsman in this case. On October 20, 2017, the Notice of Appointment of Constance
10 R. Doyle as Patient Care Ombudsman under 11 U.S.C. § section 333(b)(2) was filed. On
11 February 20, 2018, Tamar Terzian was appointed as successor PCO. As set forth in the
12 Order and the Appointment Notice, the Ombudsman was appointed to monitor the quality
13 of patient care provided by the Debtor, to the extent necessary under the circumstances,
14 including the interview of patients/clients, administration, staff, and other interested
15 parties. Further to the Order and the Notice of Appointment, a review of the confidential
16 documents as provided by the Debtor, including patient/client records occurred. As per
17 compliance with the Notice of Appointment, and the Order, no professionals or any other
18 entities for assistance in the process were sought, accepting the assignment as a non-
19 conflict of interest individual regarding the Debtors and other key individuals. Additionally,
20 as per compliance with the Notice of Appointment, a one-page Notice was posted at the
21 office of “Beachside Dental Group”, Huntington Beach, CA, the place of business of the
22 Debtor with contact information for the Ombudsman allowing for concerns and/or issues
23 to be discussed, attached with the First Interim Report.

24 **II. FACTUAL BACKGROUND OF THE DEBTOR**

25 The Debtor is located in Huntington Beach, CA has been under this Debtor
26 for nearly 13 years. General dentistry, as well as specialty services are offered, including
27 Dental Implants. Services include Oral Surgery, Endodontics, Periodontics, and
28 Prosthodontics. The office is large, well appointed, with 9 exam/dental rooms, X Ray

1 capability in 2 of the 9 rooms with an extra room just for X Ray. There is office space for
2 the Debtor, and for the Managers, as well as lounge for staff, appropriate rooms for
3 supplies, equipment, etc. The Dentist/Specialists are contracted and there is usually 2
4 present daily Monday through Saturday. The Specialists see approximately 20 to 25
5 patients per day.

6 **III. SUMMARY OF PCO OBSERVATIONS AT BEACHSIDE DENTAL GROUP IN**
7 **HUNTINGTON BEACH, CA April 2018**

8 **General Information: No Change**

9 No Health Information Privacy violations, known as Health Insurance
10 Portability and Accountability Act (HIPAAP). The patient records are securely maintained,
11 are complete and are also electronic. Each record shows the signature of the patient who
12 has received Privacy Policy information, Patient's Rights information, as well as a Dental
13 Fact sheet, explaining the use, reasons, and effects of such things as porcelain, gold, etc.

14 **Medical Record:** Review of records for patient signatures on receipt of
15 privacy and Patient Rights. All records complete. Some records need to be updated as
16 the policy for receiving patient signatures was implemented 6 months ago.

17 **Licenses:** Current/no change

18 **Surveys:** No surveys except by insurance providers. Last survey was in
19 October and no results available. April: **No results available**

20 **Staff:** Three staff members have been replaced with two staff members.
21 They are working as receptionist and back office. April: 1 DDS present and 1 Hygienist.
22 1 Managers and receptionist present.

23 **Patients:** Observation of interactions between patients in reception, on
24 phone and in rooms occurred. Continues to be helpful, pleasant, and attentive.

25 **Census:** No significant change.

26 Average is 21 to 30 patients/day. Hours are Monday through Saturday. It
27 was reported that for an emergency, a patient would be seen within 24 hours and an
28 appointment for a new patient would be offered within a 2-week timeframe.

1 **Office:** Cleanliness as reported remains same. Maintenance logs and
2 daily checks of sterilizer function reviewed. All logs are updated and maintained.
3 Private54 company called for maintenance per policy.

4 **IV. RECOMMENDATIONS**

- 5 1. Maintain all survey/audit materials for review.
6 2. Assure all patient records show signature of receipt of Patient's
7 Rights, etc.

8 **V. CONCLUSION**

9 The Debtor is in compliance and the PCO finds that all care provided to the
10 patients by Beachside Dental Group is within the standard of care. The PCO will continue
11 to monitor and is available to respond to any concerns or questions of the Court or
12 interested party.

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15 Dated: May 14, 2018

TERZIAN LAW GROUP,
A Professional Corporation

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18 By: /s/ Tamar Terzian
19 Tamar Terzian
Professional Healthcare Ombudsman
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PROOF OF SERVICE OF DOCUMENT

I am over the age of 18 and not a party to this bankruptcy case or adversary proceeding. My business address is:
315 West Arden Avenue, Suite 28
Glendale, CA 91203

A true and correct copy of the foregoing document entitled (*specify*): **FOURTH INTERIM REPORT OF PATIENT CARE OMBUDSMAN PURSUANT TO 11 U.S.C. §333(b)(2)** will be served or was served **(a)** on the judge in chambers in the form and manner required by LBR 5005-2(d); and **(b)** in the manner stated below:

1. TO BE SERVED BY THE COURT VIA NOTICE OF ELECTRONIC FILING (NEF): Pursuant to controlling General Orders and LBR, the foregoing document will be served by the court via NEF and hyperlink to the document. On (*date*) 5/14/2018 I checked the CM/ECF docket for this bankruptcy case or adversary proceeding and determined that the following persons are on the Electronic Mail Notice List to receive NEF transmission at the email addresses stated below:

- **James E Adler** james@parkandlim.com
- **Frank Cadigan** frank.cadigan@usdoj.gov
- **Jennifer Eileen Duty** jduty@nationalfunding.com, mspurrier@nationalfunding.com
- **Michael J Hauser** michael.hauser@usdoj.gov
- **Scott A Liberman** liberman@altickcorwin.com, bowlesn@altickcorwin.com
- **Richard A Marshack** rmarshack@marshackhays.com, lbuchanan@marshackhays.com;8649808420@filings.docketbird.com
- **Karel G Rocha** krocha@pnbd.com, srichards@pnbd.com
- **Richard L. Sturdevant** rich@bwlawcenter.com
- **Tamar Terzian** tamar@terzlaw.com, cynthia@terzlaw.com
- **United States Trustee (SA)** ustpregion16.sa.ecf@usdoj.gov
- **Andy C Warshaw** awarshaw@bwlawcenter.com, ecf@bwlawcenter.com

Service information continued on attached page

2. SERVED BY UNITED STATES MAIL:

On (*date*) 5/14/2018, I served the following persons and/or entities at the last known addresses in this bankruptcy case or adversary proceeding by placing a true and correct copy thereof in a sealed envelope in the United States mail, first class, postage prepaid, and addressed as follows. Listing the judge here constitutes a declaration that mailing to the judge will be completed no later than 24 hours after the document is filed.

Hon. Mark S. Wallace US Bankruptcy Judge 411 W. Fourth Street, Suite 6135 Santa Ana, CA 92701-4593	Beachside Dental Group 18800 Main Street, Suite 110 Huntington Beach, CA 92648
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Service information continued on attached page

3. SERVED BY PERSONAL DELIVERY, OVERNIGHT MAIL, FACSIMILE TRANSMISSION OR EMAIL (*state method for each person or entity served*): Pursuant to F.R.Civ.P. 5 and/or controlling LBR, on (*date*) _____, I served the following persons and/or entities by personal delivery, overnight mail service, or (for those who consented in writing to such service method), by facsimile transmission and/or email as follows. Listing the judge here constitutes a declaration that personal delivery on, or overnight mail to, the judge will be completed no later than 24 hours after the document is filed.

Service information continued on attached page

I declare under penalty of perjury under the laws of the United States that the foregoing is true and correct.

5/14/2018

Date

Cynthia Meza

Printed Name

/s/Cynthia Meza

Signature

This form is mandatory. It has been approved for use by the United States Bankruptcy Court for the Central District of California.