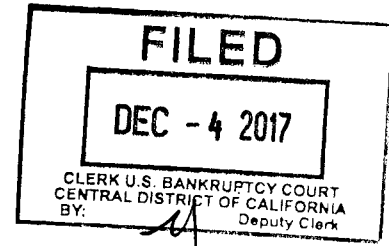


ORIGINAL

1 **Constance Doyle, LLC**
2 Constance R Doyle, RN, BSN, MSA
3 Patient Care Ombudsman, EIN Number 27-0313526
4 21509 Anza Avenue
5 Torrance, California 90503
6 (310) 357-1088
7 (213) 402-3824 Fax
8 mscnooo@hotmail.com



9
10 **UNITED STATES BANKRUPTCY COURT**
11 **CENTRAL DISTRICT OF CALIFORNIA**
12 **SANTA ANA DIVISION**

13 In re)
14) Case No **8:17-bk-14089-MW**
15)
16 **Mohdsameer Aljanedi Dental**)
17 **Corporation, dba Beachside Dental**) Chapter 11
18 **Group**)
19) **FIRST INTERIM REPORT OF**
20) **PATIENT CARE OMBUDSMAN**
21) **PURSUANT TO 11 U.S.C. § 333(b)(2)**
22)
23 Debtor.) (No Hearing Required)
24)
25)
26)
27)
28)

29 Pursuant to Federal Rules of Bankruptcy Procedure 207.2(c) and the order directing
30 this appointment entered by this Court on October 20, 2017, Constance Doyle was duly
31 appointed as the Patient Care Ombudsman (PCO) for Mohdsameer Aljanedi Dental
32 Corporation, dba Beachside Dental Group (Beachside) (“Debtor”) in this case on October 26,
33 2017. In accordance with Section 333(b)(2) this first interim report (the “First Interim
34 Report”) is hereby respectfully submitted for the period of January 6, 2017 through February
35 28, 2017.

1 **I. INTRODUCTION**

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

17 Background information is reported as:

18 Beachside Dental Group (Beachside)(Debtor), located in Huntington Beach, CA has
19 been under this Debtor for nearly 13 years. General dentistry, as well as specialty services are
20 offered, including Dental Implants. Services include Oral Surgery, Endodontics, Periodontics,
21 and Prosthodontics. The office is large, well appointed, with 9 exam/dental rooms, X Ray
22 capability in 2 of the 9 rooms with an extra room just for X Ray. There is office space for the
23 Debtor, and for the Managers, as well as lounge for staff, appropriate rooms for supplies,
24 equipment, etc.

25 The Dentists/Specialists are contracted and there is usually 2 present daily Monday
26 through Saturday. There were 3 physicians present at the time of the visit.

1 **II. SUMMARY OF PCO OBSERVATIONS AT BEACHSIDE DENTAL**

2 **GROUP IN HUNTINGTON BEACH, CA.**

3 **NOVEMBER 2017**

4 **General Information:**

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

10 **Licenses:** Current (No point of care lab procedures performed in this office, thus
11 no need for special certification)

12 **Surveys:** No surveys except by insurance providers. Last survey was 3-4 weeks
13 before the visit and no results available. Manager will maintain results for the PCO's review
14 on the next visit.

15 **Staff:** The staff consists of 1 General Manager, 2 other Managers, 1 insurance
16 verifier, 1 receptionist, 4 technicians (Ex Ray certified), and a contracted hygienist 3
17 days/week. The Dental Practitioners are scheduled per contract and the average number per
18 day at the facility is 2. Multitasking occurs for both the front and back procedures/needs. The
19 length of service from the staff is 2-13 years.

20 **Patients:** Observation of interactions between patients in reception, on phone and
21 in rooms occurred. Responsive and helpful interactions noted. It is reported that the business
22 treats families, including children.

23 **Census:** Average is 35-40 patients/day. Hours are Monday through Saturday. It
24 was reported that for an emergency, a patient would be seen within 24 hours and an
25 appointment for a new patient would be offered within a 2-week timeframe.
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Exhibit A

NOTICE

A Patient Care Ombudsman has been appointed by the United States Bankruptcy Court for the Central District of California, Santa Ana Division. Case Number 18:17-bk-14089-MW. The role of the Patient Care Ombudsman is to monitor the quality of patient care provided by Beachside Dental Group.

The Patient Care Ombudsman is available to discuss the care you, a family member or a friend has received from this organization. She can be reached at 310 357 1088 during the hours of 9 am through 5 pm.

The Patient Care Ombudsman will also be filing written reports with the Bankruptcy Court starting December 1, 2017 and occurring every sixty (60) days thereafter. These reports will document issues relating to the quality of care being rendered. Copies of the reports are available from the office of Beachside Dental Group.

If you have any comments, questions, or concerns regarding the quality of the care you, a family member or a friend has received, please do not hesitate to contact the Patient Care Ombudsman.

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<p>In re: Mohdsameer Aljanedi Dental Corporation, dba Beachside Dental Group</p> <p style="text-align: right;">Debtor</p>	<p>Chapter 11 Case No: Number 8:17-bk-14089-MW</p>
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PROOF OF SERVICE

STATE OF CALIFORNIA
COUNTY OF Los Angeles

I am over 18 and not a part to the within action, and my business address is as follows: 21509 Anza Avenue, Torrance, Ca. 90503

On December 1, 2017, I served a true and correct copy of the foregoing document described as FIRST INTERIM REPORT to the following person(s) and/or entity (ies) by personal delivery, or by US Mail, by facsimile transmission and/or email as follows:

1. TO BE SERVED BY THE COURT VIA NOTICE OF ELECTRONIC FILING (NEF):

Michael R. Totaro, Attorney for Debtor, Ocbkatty@aol.com
Michael J. Hauser, US Trustee Trial Attorney, michael.hauser@doj.gov
United States Trustee (RS) ustpreion16.rs.ecf@usdoj.gov

2. SERVED BY UNITED STATES MAIL

<p>Honorable Mark S. Wallace United States Bankruptcy Court 411 West Fourth Street, Suite 6135 Santa Ana, CA 92701-4593</p>	<p>Beachside Dental Group 18800 Main St Ste 110 Huntington Beach, CA 92648</p>
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3. SERVED BY PERSONAL DELIVERY, OVERNIGHT MAIL, FACSIMILE TRANSMISSION OR EMAIL

Michael R. Totaro, Attorney for Debtor, Ocbkatty@aol.com
Michael J. Hauser, US Trustee Trial Attorney, michael.hauser@usdoj.gov
Sameer Aljanedi, DDS, Debtor, SameerAljanedi@gmail.com
I declare under penalty of perjury the foregoing is true and correct

December 1, 2017 Constance Doyle
Date Type name


Signature