

UNITED STATES BANKRUPTCY COURT
FOR THE EASTERN DISTRICT OF MICHIGAN
SOUTHERN DIVISION

In re:

PREFERRED PROVIDERS, INC.

Debtor.

Case No. 18-51350-mbm
Chapter 11
Hon. Marci B. McIvor

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PATIENT CARE OMBUDSMAN'S SECOND REPORT

Deborah L. Fish, patient ombudsman, appointed by order and notice of appointment dated August 21, 2018 (Docket #26), in accordance with Section 333 of Title 11 of the United States Bankruptcy Code (the "Code"), submits this first report on the status of the quality of patient care in the Chapter 11 case Preferred Providers Inc. (the "Debtor"). This report covers the period from August 29, 2018 to October 10, 2018 and is based upon conversations with the administrative staff and counsel.

INTRODUCTION

The Debtor filed a petition under Chapter 11 of the Code on August 15, 2018. The Debtor is privately owned and commenced operations in 2003. The Debtor has determined that it was no longer able to continue its business operations. Over the course of the last week and a half the Debtor commenced and completed

transferring all of its patients to other home care agencies and the IVIG patients were referred back to the referring pharmacy. The Debtor maintained sufficient clinical staff and provided clinical services until the last patient was transferred. Additionally, Tammy Cleland Administrator, Karen Schubert Co-Administrator and Dawn Pine Director of Clinical Services remained to confirm there were no issues with any of the patients and to make certain all the proper procedures were followed. Currently the Debtor needs to address its final billings, financial reporting and the paper medical records.

QUALITY OF CARE

The Debtor had maintained all of its services and was delivering similar care to the same patient population as it did pre-petition until October 2 at which time the Debtor commenced an organized transition plan to transfer all of its patients to other agencies. The Debtor had contacted four area agencies and then commenced transferring all of the non-IVIG patients to two of the four agencies. The IVIG patients are referred by local pharmacies. The Debtor contacted the referring pharmacy and the pharmacy referred the patient to other home care agency. In all cases, the Debtor continued to provide service until the patient was receiving service from the new provider. The Debtor has not received any complaints from Doctors or patients about the services provided since the filing nor during or since the transition of the patients. Specifically, there have been no reported issues as a result of the transfer of the patients.

PATIENT RECORDS

The Debtor uses an electronic records management system to house and maintain its patient charts and files. Those records will be available for access by the Debtor for the next two years. At the end of that period, Tammy Cleland will obtain a download of the files or extend the access date. She has agreed to act in compliance with all applicable state and federal regulations with respect to maintaining the patient records.

CONCLUSION

The Debtor no longer has patients and it is my understanding that the Debtor will seek to dismiss its petition in bankruptcy.

/S/ Deborah L. Fish

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