



ZUCKERBERG
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July 18, 2018

Systemedic, Inc.
Attn.: Robert Berman
169 South Main St #349
New City, NY 10956

Dear Mr. Berman:

I am writing to thank you for documenting your concerns with the Office of the Patient Experience on May 1, 2018, and to provide you with an update on our investigation. We investigated Ms. Jang's concern about the Emergency Department care and subsequent charges. Ms. Jang's points raised were taken very seriously.

We at Zuckerberg San Francisco General Hospital and Trauma Center strive to treat all patients with the highest quality of care. The emergency medicine providers draw on treatment guidelines and clinical evidence to inform their decisions. In Jeong-whan case, the ambulance transporting him contacted our hospital physician. According to the field report, the provider directed the ambulance to bring Jeong-whan to our trauma center. The reasoning behind this direction was based on the age of the patient and the reported mechanism of injury to Jeong-whan.

In response to Ms. Jang's documentation, the Office of Patient Experience investigated this matter. As the advocate for the family, you are aware of the complexities surrounding trauma activation charges. The first step begins with a clinical review that concludes with a recommendation of adjustment if necessary. Since the Emergency Department (ED) treated Jeong-whan, the ED Quality Director provided the clinical review. The ED Quality Director suggested a further inquiry with the clinical team that oversees the Trauma Team Activation criteria. After final review of the case, the team determined that the trauma activation charges in the amount of \$15,666 will be waived from Jeong-whan's account.

On behalf of Zuckerberg San Francisco General Hospital and Trauma Center, I want to offer a sincere apology for any distress the family experienced over this bill. This matter offered us an opportunity to review our system and consider changes as we strive to strike a balance between safe practices and equitable charges. The family should be thankful for your advocacy, as are we, when someone takes the time to point out what they believe to be a potential error.

At this time we consider this case closed.

Sincerely,

Colin T. Hart, MPH
Patient Experience Manager

