

[REDACTED] Call log

[REDACTED]  
CP recounted the patient was initially admitted with a [REDACTED] infection and dehydration. CP advised her [REDACTED] deteriorated and [REDACTED]. CP had been going in twice a day [REDACTED]. CP advised [REDACTED] and these visits have been stopped since yesterday [REDACTED].

CP advised she had been trying to go through the complaints process in the hospital but the department phone was always going to voice mail. CP advised [REDACTED] to make a formal complaint and following this a meeting was called with the quality people on [REDACTED]. CP advised she received a letter today from the quality manager refuting all her complaints.

CP said there seems to be no accountability for [REDACTED] care, following that meeting communication with the doctor was to improve and this has not happened. CP said she wants her [REDACTED] a geriatrician to get [REDACTED] well enough for [REDACTED] to be brought home.

[REDACTED].

[REDACTED]

I advised CP of HIQA's role and remit, role of the provider in managing complaints and role of the Ombudsman. I advised CP I would email a Healthcare information booklet. I assured CP the information would be passed to the inspector for review.

CP thanked me for the call.