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Formal Complaint – Breach of Accommodation, Mediation Agreement, and Unsafe Staffing

1 message

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Sat, Nov 8, 2025 at 12:15 PM

To: Jessica Rodriguez <jrodriguez@cdmsrenal.com>

On 10/8/2025, at approximately 11:40 a.m., I was left with only one RN on the floor (Stephen). I have a formal accommodation on file requesting that Stephen not participate in my care due to prior incidents. At that time, I asked for Liquacel and told the technician that I could wait until the other nurses returned from break. This was not an urgent request. The technician, trying to be helpful, sought to get it sooner — his actions were not malicious.

However, RN Stephen knew better. Despite my clearly documented and repeated requests that he not be involved in my care *under any circumstances*, he prepared the Liquacel and handed it to the technician to give to me. This was a deliberate act that violated both my accommodation and prior facility agreements. “Under no circumstances” leaves no room for deviation, yet Stephen continues to disregard this instruction intentionally. He could have simply informed the technician that I needed to wait for another nurse, and the matter would have been resolved without issue.

No Director of Nursing or other RN was available at the time, as both remaining nurses were on break simultaneously. This again left me without safe coverage should a medical need arise.

Two days earlier, while Stephen was rounding with Dr. Rizvi, he passed the computer to another nurse for my portion of care. During that encounter, my heart rate rose sharply; I became anxious, concerned that he might again enter my care. My vitals from that day should be visible in the flowsheet for either **9/6 or 9/4**, where nurses offered me oxygen that I declined, knowing the rise was stress-related.

The same reaction occurred during this most recent event. My heart rate had been stable earlier in the morning, but the moment I saw Stephen in the med room handling the Liquacel for me, it began to climb. At **12:00**, my heart rate registered **120 bpm** in the recorded vitals — a direct response to the stress of again perceiving him involved in my care. I was also wondering if he had done anything to the Liquacel (protein syrup) before giving it to me. Stephen has a history of ignoring consent, forcing medication administration, and falsifying medical records; therefore, I do not feel unjustified in questioning his actions regarding any medication preparation or administration involving me.

This incident represents a continuing breach of my accommodation and a **violation of the mediation agreement from 9/23**, as well as the **commitments made during the care plan meeting**, where it was explicitly reaffirmed that Stephen would not be involved in my care.

For background and context, please see my prior complaints and supporting documentation dated September 11, 16, and 23, 2025.