

This letter serves as a formal grievance and demand for corrective action regarding ongoing unsafe and unlawful practices at Azusa Dialysis Center.

Violations Documented

Infection Control (42 CFR §494.30)

As an immunocompromised patient (asplenic, ESRD, lupus, cardiac history), I am not masked before or after dialysis.

This exposes me to preventable infection and violates federal infection control regulations.

Failure of Individualized Care (42 CFR §494.90)

Facility enforces a blanket discharge rule that no patient may leave until SBP ≥ 100 mmHg, regardless of physician orders or patient baseline.

My physician has documented that my safe baseline is SBP 85–95. Nurses refuse to call my physician to reconcile orders, instead citing “policy.”

This is noncompliance with CMS requirements for individualized, physician-directed care.

Policy vs. Practice Gap (42 CFR §494.70; §494.180)

The written “Hypotension After Dialysis” policy requires:

- Trendelenburg positioning
- Oral fluids (up to 500cc)
- Sodium beverage (preferred)
- IV fluids only if unresolved after one hour

In practice: staff bypass these steps and immediately administer IV saline.

Patients are rarely offered oral fluids or sodium beverages; Trendelenburg is not performed correctly (supine only).

Only after I raised complaints did staff partially adjust, proving performative, incomplete compliance.

Illegal Restraint & Forced Intervention (42 CFR §494.70 – Patient Rights)

I am detained until my SBP is forced above 100 mmHg, even when asymptomatic.

Saline boluses are administered without consent, creating false medical records and harming my transplant candidacy.

Nurses refusing to escalate to a physician constitutes abandonment of duty.

Failure of Grievance Process & Governing Body Access (42 CFR §494.70(a)(14); §494.180)

Jessica, the social worker, is the sole grievance channel for over 200 patients. No grievance officer exists.

No grievance process or resolution policy is posted visibly in the facility.

Administration and compliance (Yaseen) are not accessible; my emails to the listed agent are blocked.

Patients are legally entitled to access the governing body and compliance officer; denial of this access is a direct violation of §494.180.