

FORMAL COMPLAINT

Patient: Snyder López

Parents: Mercedes Zepeda Conceta and David López

Document reviewed: Preoperative Phone Call & Instructions (April 28, 2021)

Staff involved: Imelissa Blancas (RN), Deborah Noriega (PA)

Background

On April 28, 2021, nursing staff at Children's Hospital Los Angeles conducted a preoperative phone call to confirm the preparation of Snyder López for a procedure scheduled on April 29, 2021: lumbar puncture with intrathecal chemotherapy.

Findings and Possible Negligence

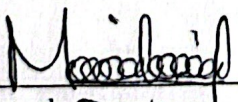
1. Lack of documented informed consent. - The record only includes logistical information (time, fasting, parking, visitors), but no explanation of risks, possible complications, or alternatives. There is no evidence that the parents signed an informed consent form. 2. Delegation of the procedure to a PA (Physician Assistant). - The procedure (lumbar puncture with intrathecal chemotherapy) was assigned to a Physician Assistant. Such a high-risk intervention normally requires the direct participation of a specialist physician. 3. Communication issues with the parents. - A telephone interpreter in Spanish was used, which may limit full understanding. There is no evidence of written materials in Spanish or an in-person interpreter. 4. Incorrect classification as 'surgery.' - The document describes the procedure as 'surgery' with generic instructions. This could cause confusion.

Legal and Ethical Violations

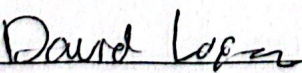
- Violation of informed consent. - Negligence in staff assignment. - Linguistic discrimination against Spanish-speaking patients. - Administrative deficiency in protocols.

Requests

- Immediate investigation of the lack of informed consent. - Review of protocols regarding who is authorized to perform lumbar punctures with chemotherapy. - Guarantee access to in-person interpreters and written materials in Spanish. - Provide the full medical record, including signed consent forms.



Mercedes Zepeda Conceta



David López

QUEJA FORMAL

Paciente: Snyder López

Padres: Mercedes Zepeda Conceta y David López

Documento revisado: Preoperative Phone Call & Instructions (28 de abril de 2021)

Personal interviniente: Imelissa Blancas (RN), Deborah Noriega (PA)

Antecedentes

El 28 de abril de 2021, personal de enfermería del Children's Hospital Los Ángeles realizó una llamada preoperatoria para confirmar la preparación de Snyder López a un procedimiento programado para el 29 de abril de 2021: punción lumbar con quimioterapia intratecal.

Hallazgos y posibles negligencias

1. Falta de consentimiento informado documentado. - El documento solo consigna información logística (hora, ayuno, estacionamiento, visitas), pero no explica riesgos, complicaciones o alternativas. No consta que los padres firmaran consentimiento informado. 2. Delegación del procedimiento a un PA (Physician Assistant). - El procedimiento de punción lumbar con quimioterapia intratecal fue asignado a una Physician Assistant. Este tipo de intervención de alto riesgo normalmente requiere la participación directa de un médico especialista. 3. Problemas de comunicación con los padres. - Se usó intérprete telefónico en español, lo cual puede limitar comprensión. No consta entrega de materiales escritos en español ni intérprete presencial. 4. Clasificación incorrecta como "cirugía". - El documento describe el procedimiento como "surgery" con instrucciones genéricas. Esto puede generar confusión.

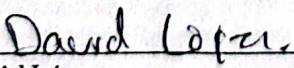
Violaciones legales y éticas

- Violación del consentimiento informado. - Negligencia en la asignación de personal. - Discriminación lingüística contra pacientes hispanohablantes. - Deficiencia administrativa en protocolos.

Solicitudes

- Investigación inmediata de la falta de consentimiento informado. - Revisión de protocolos sobre quién puede realizar punciones lumbares con quimioterapia. - Garantía de acceso a intérpretes presenciales y materiales en español. - Entrega completa e íntegra del expediente médico, incluyendo consentimientos firmados.


Mercedes Zepeda Conceta


David López

Información del documento

Tipo de resultado:	Preoperative Phone Call & Instructions
Fecha del resultado:	Abril 28, 2021, 02:41 p.m.
Estado de resultados:	authenticated
Realizado por:	Imelissa Blancas
Verificado por:	Imelissa Blancas
Modificado por:	Imelissa Blancas

Preoperative Phone Call & Instructions

Paciente:	SNYDER LOPEZ	Fecha de nacimiento:	Junio 04, 2011
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Preoperative Phone Call & Instructions Entered On: 04/28/2021 14:41
Performed On: 04/28/2021 14:41 by Blancas (RN) ,Imelissa

Pre-Procedure Instructions OR

Education Comments : Mom denies illness, repeated back NPO times, and aware of COVID19 pending results.

Blancas (RN) ,Imelissa - 04/28/2021 14:52

Contacted patient at above phone numbers : Yes
Date and time of contact with family : 04/28/2021 14:45
Identified Learner 2 : MERCEDES
Relationship to Patient 2 : Mother
Language-spoken? 2 : Spanish
Interpreter Used : Yes
Interpreter Name : #13505
Method of Interpretation : Telephone
Pre-Procedure instructions given via : Telephone

Blancas (RN) ,Imelissa - 04/28/2021 14:43

Pre-Procedure Info : 04-29-21 10:45 Noriega (PA) ,Deborah LUMBAR PUNCTURE WITH CHEMO
Arrive in Admitting Department on : 04/29/2021 08:30
NPO Status: Liquids Until: : 04/29/2021 08:00
NPO Status: Solids Until: : 04/29/2021 00:01

Pre-Procedure Parking Instructions : Your child is scheduled for surgery in the Main Operating Room or the Ambulatory Surgery Center. Parking is located beneath the main hospital building at 4650 Sunset Blvd. When you arrive at the hospital's main entrance, you will go to the Front Desk to obtain information about the location of your child's surgery. If your child is scheduled for surgery in the Main Operating Room, please go to the Admitting Department and then to the Surgical Admitting Department. If your child is scheduled for surgery in the Ambulatory Surgery Center (7th Floor Duque Building), the front desk will give you directions and a map to the Ambulatory Surgery Center. Visitors are restricted to two family

members at a time in the Post Anesthesia Care Unit.

Health Status OR

usual state of health : Yes

Recent illnesses : No

Menstruation : N/A

Pt/Caregiver Notified of Visitor Policy : Yes

Blancas (RN), Imelissa - 04/28/2021 14:41

Blancas (RN), Imelissa - 04/28/2021 14:43

Preoperative Phone Call & Instructions

Paciente: SYDER FORX Fecha de nacimiento: Junio 6, 2011

Preoperative Phone Call & Instructions Entered On: 04/28/2021 14:41
Performed On: 04/28/2021 14:41 by Blancas (RN), Imelissa

Pre-Procedure Instructions OR
Liquation Comments : Mom denies illness, repeated back NPO times, and aware of COVID-19 pending results.

Blancas (RN), Imelissa - 04/28/2021 14:52

Pre-Procedure Instructions given via : Telephone
Method of Interpretation : Telephone
Interpreter Name : #12505
Interpreter Used : Yes
Language spoken : Spanish
Relationship to Patient : Mother
Identified Learner : MERCEDES
Date and time of contact with family : 04/28/2021 14:45
Contacted patient at above phone number : Yes

Pre-Procedure Info : 04/28/21 10:45 Novalea (RA) Deborah LUMBIA PUNCTURE WITH CREMO
Arrive at Ambulatory Department on : 04/28/2021 08:30

NPO Status: Liquid Unit : 04/28/2021 08:00
NPO Status: Solid Unit : 04/28/2021 08:00

Pre-Procedure Nursing Instructions : For child is scheduled for surgery in the Main Operating Room of the Ambulatory Surgery Center. Parking is located beneath the main hospital building at 4550 Sunset Blvd. When you enter the hospital, main entrance, you will go to the Front Desk to obtain information about the location of your child's surgery. If your child is scheduled for surgery in the Main Operating Room, please go to the Ambulatory Department and then to the surgical waiting Department. If your child is scheduled for surgery in the Ambulatory Surgery Center (VIP Floor Building), the front desk will give you directions and a map to the Ambulatory Surgery Center. Visitors are restricted to two family

FORMAL COMPLAINT – CDPH (English)

Dear Sir/Madam,

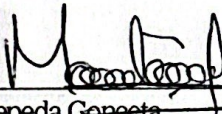
I, Mercedes Zepeda Conceta, together with my husband David López, hereby submit a formal complaint against Children's Hospital Los Angeles. Our son, Snyder López, underwent a lumbar puncture with intrathecal chemotherapy on April 29, 2021.

Irregularities identified:

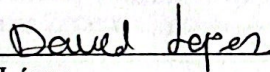
- Lack of documented informed consent.
- Delegation of the high-risk procedure to a Physician Assistant instead of a specialist physician.
- Communication deficiencies, including limited telephone interpreter use and no Spanish written materials.
- Misclassification of the procedure as 'surgery'.

We request an immediate investigation, review of protocols, and full access to our son's medical records.

Sincerely,



Mercedes Zepeda Conceta



David López

QUEJA FORMAL – CDPH (Español)

Estimados/as,

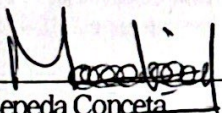
Por medio de la presente, yo, Mercedes Zepeda ^{Lopez} ~~Conceta~~, junto con mi esposo David López, presentamos una queja formal en contra del Children's Hospital Los Angeles. Nuestro hijo, Snyder López, fue sometido a un procedimiento de punción lumbar con quimioterapia intratecal el 29 de abril de 2021.

Irregularidades detectadas:

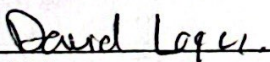
- Falta de documentación del consentimiento informado.
- Delegación del procedimiento de alto riesgo a una Physician Assistant en lugar de un médico especialista.
- Deficiencias de comunicación, incluyendo uso limitado de intérprete telefónico sin materiales en español.
- Clasificación incorrecta del procedimiento como 'cirugía'.

Solicitamos la apertura inmediata de una investigación, revisión de protocolos y acceso íntegro al expediente médico de nuestro hijo.

Atentamente,



Mercedes Zepeda Conceta



David López