
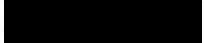


1/18/2022

Richard Ortman  


Re: Masking/Health Policy

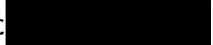
Dear Mr, Ortman 

We have received your information regarding Firelands Health policy regarding masking.

Your grievance and petition information has been reviewed by Sheri Johnson, Sen. Director of Quality, Dr. Campbell, VP of Medical Affairs & CMO, and Shelly Jordan Director of Physical and Occupation Therapy. We would like to thank you for sharing your concerns about the current policy at Firelands Health.

The hospital leaders above have reviewed your information and agree that research regarding this matter can be found supporting both sides regarding mask use. Ultimately, in order to help stop the spread of COVID-19 our facility is following the recommended CDC standards and will continue to do so with the main objective to protect our patients and staff. Our masking policy will not be modified at this time.

Please know that we considered your concerns carefully and have reviewed and reported them in partnership with executive leaders of the organization. While the outcome may not be completely satisfying to you, know that your concern will be used for tracking and trending purposes. We will continue to review current CDC practices and will update our organizations policies as necessary. The decision in this case is final, Please know that we truly appreciate comments such as yours because they do help to review our current practices and process.

If I can be of any service to you, please feel free to contact me at 

Thank you again for taking the time to bring this matter to our attention.

Sincerely,  


Patient Experience Specialist  
Firelands Health