



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene
Office of Health Care Quality
Spring Grove Center • Bland Bryant Building
55 Wade Avenue • Catonsville, Maryland 21228-4663

Larry Hogan, Governor • Boyd K. Rutherford, Lt. Governor • Van T. Mitchell, Secretary

April 14, 2016

RE: Complaint #MD00099377

Dear M.

On behalf of the Office of Health Care Quality, I would like to thank you for forwarding your concern regarding your observations at 5602 Baltimore National Pike, the former site of the Hillcrest Clinic.

A registered nurse surveyor from our office investigated your concern on March 3 and 4, 2016. The investigation included an unannounced on-site visit, an observational tour of the site, and interviews.

Based on the investigation, the nurse surveyor determined that the allegation was substantiated. However, since the center was not licensed by our office at the time of the complaint investigation we were unable to cite any deficiencies. Our Office did notify the Maryland Board of Physicians and the Office of Civil Rights of our findings.

Again, thank you for bringing your concerns to our attention. If you have any questions, please call Barbara Fagan, Program Manager at (410) . . .

Sincerely,

Patricia Tomsco Nay, M.D.
Executive Director
Office of Health Care Quality