

Dr. Frank Rodriguez explains office closure, blames 'comedy of errors' in missing medical records

Patients now know location of medical history

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POSTED: 8:10 PM, Jan 28, 2013

UPDATED: 9:59 PM, Jan 28, 2013

WEST PALM BEACH, Fla. -- - A local woman's search is ended on Monday for her missing medical records. The doctor who sparked the outcry after closing his office is now speaking out.

After Dr. Frank Rodriguez saw WTPV NewsChannel 5's story posted earlier in January, he was not only flooded with calls but frustrated his patients did not know where to turn. Rodriguez said the solution was as easy as a click of a button.

Sandy Brown was one of those patients who spent weeks worrying, wondering and searching for more than 45 years of her medical history. Her concern ended when her former obstetrics and gynecology specialist called her to tell her where should could find the documents.

"I'm very relieved at this point," said Brown. "I know where my records are."

Brown spent most of the month worrying she might soon become a victim of identity theft.

"Unfortunately, it was a comedy of errors," said Dr. Rodriguez.

The doctor blames a communication breakdown and feels for the most part, he did no wrong.

"No. If anything I did a few extra measured to assure patients would have someone to go to," said Rodriguez.

The doctor said the workers of the office he forwarded patients to were not informed. The phone message he set up, did not work according to Dr. Rodriguez. He also said his former leasing office withheld his information due to privacy concerns.

"When it comes down to an individual having to answer a phone and say the appropriate things, it's difficult," said Dr. Rodriguez.

Dr. Rodriguez insists a certified letter was sent to the state informing them of his situation. He said with the mess of moving, he was unable to provide a copy to WPTV NewsChannel 5.

The State of Florida did not return WPTV NewsChannel 5's requests for the document.

Brown said whoever is to blame, she has learned something.

"If someone says to you, 'I'm sorry I don't have anything,' ask to speak to a supervisor or ask to speak to someone more knowledgeable," said Brown.

Dr. Rodriguez said he has hired someone to create a website for him that will include information for patients as to location of their medical records.

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