

From: [Garry Olney, Chief Executive](#)
To:
Subject: CA Attorney General Lawsuit
Date: Tuesday, October 1, 2024 1:55:35 PM



This message is being sent to NorCal caregivers.

This tragic case did not meet our high standards

As you have likely heard, yesterday we learned that the California attorney general filed a lawsuit alleging that we denied emergency care to a pregnant patient in Humboldt County earlier this year.

We are heartbroken over the experience this patient had while in our care and reached out to her today in an effort to express our profound apologies.

This was a tragic situation that did not meet our high standards for safe, quality, compassionate care. We are immediately re-visiting our training, education and escalation processes in emergency medical situations to ensure that this does not happen again and to ensure that our care teams have the training and support they need to deliver the best possible care for each patient we serve.

As devastated as we are, we can't begin to imagine what the patient and her family have been through. We will learn from this and renew our commitment to ensuring that the care and experience we deliver are aligned with our high standards, every time and in every care setting.

Regards,

Garry
Chief Executive, Northern California Service Area

A handwritten signature in black ink, appearing to read "Garry Olney".