

**From:** Sandra J W Brown <sandorajwbrown@gmail.com>  
**Sent:** 3/9/2020 8:56:23 AM  
**To:** Brian.Turner@NCLeg.net, Esther Manheimer <esthermanheimer@avlouncil.com>, Julie Mayfield <juliemayfield@avlouncil.com>, brownie.newman@buncombecounty.org, jasmine.beach-ferrara@buncombecounty.org  
**Cc:**  
**Subject:** Re: HCA Employee (& my Spouse's) Death  
**Attachments:** [IMG\\_8143.jpg](#), [IMG\\_8137.jpg](#), [IMG\\_8140.jpg](#), [IMG\\_8136.jpg](#), [IMG\\_8144.jpg](#), [IMG\\_8139.jpg](#), [IMG\\_8146.jpg](#), [IMG\\_8138.jpg](#), [IMG\\_8142.jpg](#), [IMG\\_8145.jpg](#), [IMG\\_8147.jpg](#), [IMG\\_8141.jpg](#)

This is the correspondence I sent to Ms. VanDuyn so we are all on the same page.Â

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8:49 AM



**Terry Van Duyn for NC**



I know I've contacted you about a few things over the last year and I thank you for always responding. This is even more important... I need help. My husband, who was a current Mission Health employee, died while inpatient at HCA on January 8, 2020. The last week of his Life was horrible. His care was subpar

and I even began recoding conversations with providers or would have a friend, who is an FNP with HCA, on speakerphone. I documented MANY things that were not in line with patient care protocols while I was an employee of Mission beginning in 1998. I had a consultation with an attorney just after his death and am unsure what to do



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**Terry Van Duyn for NC**



next.

Things were awful.

He needlessly suffered while in their care. Orders and our concerns were ignored repeatedly.

Unacceptable.

Help. Please.

I have written AG Stein with no reply. I had tagged Senator Sanders several times asking for help with HCA and something finally happened this past week with that as you are I'm sure aware.

I need guidance. I need to advocate that no other families and patients be subject to how he was treated and how we have been treated since his death.

Please let me know what I can





Please let me know what I can do to address them in the most efficient way possible.  
I'm now left, raising our 12 & 14



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**Terry Van Duyn for NC**



I'm now left, raising our 12 & 14 year old daughters without his insurance policies and HCA's Human Resources told me to "get an attorney" to get information about his policy and his retirement accounts. They have run me around for weeks. It took them 3 requisitions and a month to get me his medical records. This

has been hellish on me and our children.

Thank you,

Sandra JW Brown

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sandorajwbrown@gmail.com

<https://www.legacy.com/obituaries/citizen-times/obituary.aspx?n=gregory-brown-greg&pid=195072757&fhid=31872>



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**Terry Van Duyn for NC**



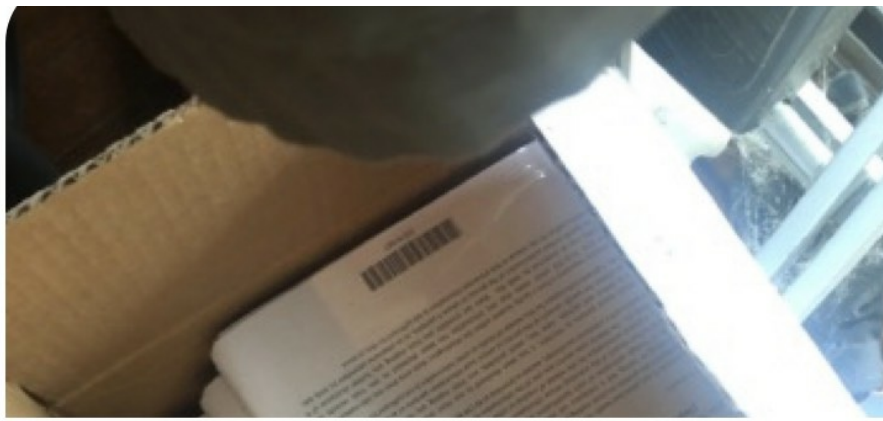
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**Terry Van Duyn for NC**



Those are his records

MAR 01, 10:39 AM

Yes, he had stage 4 RCC. But he was \*just\* diagnosed the weekend before Thanksgiving 2019. He was asymptomatic until the end of October. His



poor care from his admission into Oncology for pneumonia on December 30th facilitated his death VERY quickly. For example. On December 30th, we went to the Cancer Center to address increased symptoms over the weekend. I pointed out a huge lump on his arm that concerned me for blood clots or a new tumor. I'll put that photo below:



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Terry Van Duyn for NC



An ultrasound was ordered, but only to check if it was a tumor. Which it was not tumor.

I asked repeatedly when they were going to do the US to check for clots, because his arm was growing more swollen and numb. They finally ordered the US on Thursday morning, January 2. They didn't



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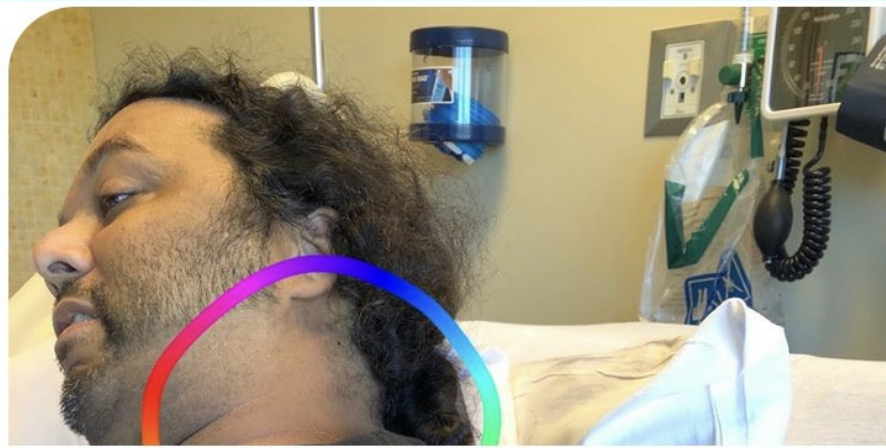


**Terry Van Duyn for NC**



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and numb. They finally ordered the US on Thursday morning, January 2. They didn't complete the US until I threatened to call the house supervisor Friday night on January 3. He had 2 DVTs (deep vein thrombosis) in the place you can see the lump above. 2. Left unchecked and untreated for 5 days. Unacceptable.



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## Terry Van Duyn for NC



The circle around his neck was filled with tumors



...niced with tumors.



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Terry Van Duyn for NC





We were told repeatedly that he had months to live. I was told repeatedly during that last admission that he was NOT at death's door. But they forced him through it anyway. What the hell is happening at Mission?!?



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**Terry Van Duyn for NC**



Another major thing was his death certificate. It appears no one wanted their name on it. HCA released his body to Highland Maple Springs WITHOUT A SIGNED CERTIFICATE. He died on Wednesday morning. He was picked up Wednesday afternoon to be taken to the crematorium. I asked Kevin with Highlands to please let me know when they were taking his body to be cremated. I didn't hear



anything for two days. So, when Kevin said Mission had still NOT given them a signed certificate I, I again raised hell with HCA saying if the oncologist that I knew was in-house at Mission didn't sign the certificate that Friday night, January 10, 2020, they would have a bigger problem



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**Terry Van Duyn for NC**



house at Mission didn't sign the certificate that Friday night, January 10, 2020, they would have a bigger problem than they already had. It HAD



than they already had. I HAD to be signed for the crematorium to process his body. I was NOT going to let his body sit over the weekend to be cremated the \*next\* week. It was signed within an hour. Two days after his death. Unacceptable.

The interventional radiology department was ludicrous. They "performed" a thoracentesis and got 4ccs of blood and stated the rest was actually a tumor so they didn't feel they could pull off more fluid.

TWO days later, they pulled off 1000ccs of fluid.

1600ccs of fluid.



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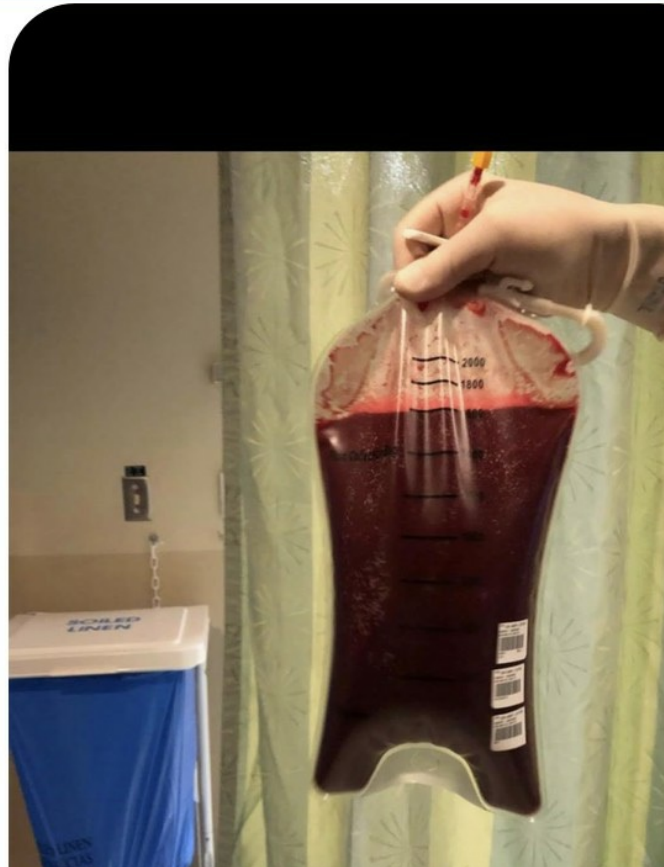
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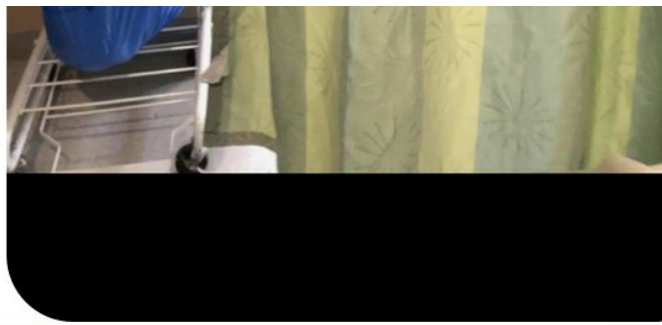


**Terry Van Duyn for NC**



TWO days later, they pulled off  
1600ccs of fluid.





With all that pressure and fluid sitting in his lungs for that long....

I honestly feel like I am going to vomit so I need to stop this for now.



Aa



On Sun, Mar 8, 2020 at 6:57 PM Sandra J W Brown <[sandorajwbrown@gmail.com](mailto:sandorajwbrown@gmail.com)> wrote:

First, I thank you for your public show of support for unionization at HCA. I hesitated to speak directly to you this afternoon because of the movement of the rally from downtown to the hospital campus. Unless absolutely necessary, I plan to never step foot on that campus again nor would I subject my children to that kind of emotional trauma.Â

But, I need help. I am at a loss of what I can and should do next.Â

I would like the opportunity to talk with someone who will listen and is able to advise me about the horrid experiences my family has endured because of HCA.Â

I have written letters asking for help with no return correspondence from AG Stein and began writing Terry VanDuyn until me having to look through my photos made me physically ill.Â

My children's Father (legally my husband) was a current employee of Mission and had been for years. He died while in their care on January 8 of this year. The last 1-2 weeks of his Life were horrible. He needlessly suffered at the hands of his employer and their subpar medical care.Â

What I witnessed was awful. It was not the same hospital that I once proudly claimed as my own employer. I documented many things that were not in line with patient care protocols. I documented ignored concerns, ignored requests and flat out ignored doctor's orders for radiology testings and treatment. I also have witnesses that heard one of the oncologists say that the ball was dropped in more than one way. Mission even released his body to Highland Maple Springs without a signed death certificate. I had to "raise hell" two days after he died for someone to sign the certificate so his body could be processed by cremation. I know all of these things aren't "ok" because I am also a former Mission Health employee beginning in

1998 and ending a few years ago.Â  
I was given the name of a local attorney by a provider at Mission (not one of his personal doctors) while he was still living. I had one appointment with Ms. Burke about a week after his death and was advised to be pretty tight lipped with any public comment and/or information... but I am at my wits end.Â  
We have two daughters, ages 12 & 14 that are still trying to accept that their Father is gone. I have a 15-20 pound box of medical records that I had to request 3 times (beginning when he was still alive) that didnâ€™t arrive until weeks after his death. I have been told by HCAâ€™s human resources that I can â€œget an attorneyâ€ to sort out his retirement and life insurance plans he paid into for years that they refuse to discuss with me at all. I have a stack of his medical bills, one totaling over \$325,000, when he was an employee of theirs and had their full insurance coverage as well as he was supposedly going to be enrolled in Medicare and/or Medicaid upon his terminal diagnosis at the beginning of December 2019.Â  
Greg was asymptomatic and wasnâ€™t even diagnosed as having cancer until the weekend before last Thanksgiving.Â  
6 weeks.Â  
6 weeks from a diagnosis of cancer until his death.Â  
6 weeks.Â  
I am the â€œworking poorâ€ of our community. I donâ€™t have the financial resources to simply â€œget an attorneyâ€. If I did, I doubt I would be receiving EBT and medicaid benefits for my children.Â  
What am I supposed to do? How am I supposed to â€œfightâ€ a corporate entity from my position? How is our community supposed to advocate for ALL of OUR health from a for-profit facility? The sale of Mission to HCA should have NEVER been approved in the first place considering their well documented poor record. One google search shows plenty of troubling articles concerning HCA. I still have a real hard time understanding how the sale happened in the first place.Â  
Iâ€™m all ears if any of you have some idea of what I can and should do.Â  
Thanks,  
Sandra JW Brown  
(828) 279-5707