***LETTER TEMPLATE - Staff* Misconduct Accusation**

Dear Mr./Mrs. [NAME],

Thank you for reporting your concerns about your experience of the Patient Care Tech (PCT) caring for you on Tuesday morning. At [HOSPITAL], we are committed to providing excellent service and high-quality care. As such, we take reports of potential staff misconduct very seriously.

As I have shared with you verbally, the nurse manager and I completed a thorough review of your report. This included discussions with caregivers, a review of your medical record and a consultation with Human Resources as well as follow-up with the involved Patient Care Tech on [DATE].

You had expressed concern that the male tech had brushed your breast while adjusting the EKG leads. In reviewing the telemetry records from that morning, there were several calls from the telemetry department asking the unit staff to please adjust the leads as they were losing the monitoring signal. Given the necessary placement of the leads on the chest, it is possible that the tech inadvertently brushed your breast while repositioning the leads. This can sometimes happen in the course of care.

Secondly, you had expressed concern that the tech had squatted down, urinated in a cup in front of you and then emptied it into the bathroom. One of the patient care tech's duties is to empty the Foley catheter bag containing your urine. This activity requires the patient care tech to bend down to empty the Foley bag. The Foley bag works with gravity to drain your urine and the bag is located near the floor. The bag is emptied into a cup and taken to the bathroom for volume measurement and disposal. In reviewing the medical record, the timing of the measurement entered by that PCT does coincide with the timing you reported this occurring.

You had also inquired if the same PCT was assigned to your care on Monday when you were not oriented. In reviewing both your medical record as well as the PCT's assignments, it is clear that he did not provide care to you on Monday. Based upon this review, we believe that the actions that you described occurred in the normal course of your clinical care. We do not find that any intentional inappropriate actions or behavior took place. However, if you disagree with our findings, we encourage you to file a police report.

Please know that we have completed follow-up with that Patient Care Tech to review the importance of talking with patients prior to and during patient activities so that the patient understands what is happening and why.

Thank you for allowing us the opportunity to address your concern. Should you have anything further to discuss with us, please feel free to contact me directly at [CONTACT NUMBER].