



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Bureau of Health Care Safety and Quality
Division of Health Care Facility Licensure & Certification
67 Forest Street, Marlborough, MA 01752

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September 4, 2020

Andrew S. Levine, Esq.
Barrett & Singal
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BY EMAIL ONLY

Re: Review of Response Following Essential Services Finding

Facility: Holyoke Medical Center
Services: 13 Bed Obstetrics Service,
10 Bassinet Well Infant Nursery
Ref. #: 2145-296

Dear Mr. Levine:

On August 26, 2020, the Department of Public Health ("Department") received from you, on behalf of Holyoke Medical Center, a response to our August 12, 2020, letter indicating that Holyoke Medical Center ("Hospital") must file a plan with the Department detailing how access to services will be maintained following the discontinuation of 13 Obstetrics Service beds and 10 Well Infant Nursery Service bassinets. Thank you for responding to our request in a timely and comprehensive manner.

Pursuant to 105 CMR 130.122(G) the Department has completed its review of the submitted access plan. As a result of this review, the Department has prepared the following comment:

1. **Transportation Needs of Population Served:** In its letter dated August 12, 2020, the Department requested information as to what options exist to meet the transportation needs of patients in the community and *how they will be made aware of these options.*

In your response dated August 26, 2020, you noted that the Hospital offers free access to its transportation system, which includes sixteen pick-up/drop-off locations and offers door-to-door pickup. The Department requests the Hospital provide it with additional information as to how the Hospital will make both current and future patients aware of these services and the processes for taking advantage of these services.

Under the provisions of 105 CMR 130.122(G), the Hospital must submit a timely response to the comments of the Department. Please submit your comments within 10 days of your receipt of this letter to my attention, in order that we may complete our review of the pending closure.

Thank you for your continued cooperation in this process. If you have any questions, please contact me at (617) 869-5932.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Lohnes', written in a cursive style.

Sherman Lohnes
Division Director

cc: E. Kelley, DPH
S. Davis, DPH
R. Rodman, DPH
M. Callahan, DPH