



April 12, 2021

Re: Response to Recurrent Errors

Aimee Puluso,
Health Officer
Montville Township Board of Health
195 Changebridge Rd.
Montville, NJ 07045

Dear Aimee,

This is a follow-up on the four additional errors that we discussed today. We conducted an urgent investigation on these 4 cases (see below), and the root causes are summarized below:

1. All four cases belong to our employees. While we have corrected their addresses in our laboratory information system, yet the CDRSS database still had their 'old' (incorrect) addresses. Although we sent CDRSS the new addresses, yet their system defaulted to the old ones. We will work with the CDRSS' IT team to have them upload the new addresses into their database, and
2. For one case, we discovered an error in our system leading to missing the address under certain scenarios. Those scenarios were corrected, and we believe that this issue is now resolved. That said, for this particular case, the correct address was already uploaded on the CDRSS system.

So the additional corrective actions are:

1. Work with CDRSS to ensure that their database is updated to match ours, and
2. We added a quality check to our process to ensure no empty addresses are sent.

I will update you as soon as we get confirmation from CDRSS that they have updated their databases. Looking forward to our call today to explain this issue further and respond to any questions or concerns.

Sincerely,

Sherif A. Nasr, MD

Sherif A. Nasr, MD
Medical Director

CC: Mohammed Khan, CEO
Alireza Zarineh, MD, FCAP
Bing Li, EVP & COO
Ahmed Badr, EVP & CIO