



John Fouts <icreateupwardspirals@gmail.com>

2025-10-07 - Subject: Supplemental Evidence – Ongoing HIPAA and ADA Violations by Norton Healthcare (OCR Complaint #644477)

4 messages

John Fouts <icreateupwardspirals@gmail.com>

Tue, Oct 7, 2025 at 6:24 PM

To: "OCRMail@HHS.gov" <ocrmail@hhs.gov>

Cc: torchoftruth@zohomail.com, John Fouts <fouts.john@gmail.com>, gettingthriftywithit@gmail.com, hhstips@oig.hhs.gov, secretary@hhs.gov, disability.rights@usdoj.gov, crt@usdoj.gov, ask.CRT@usdoj.gov, askdoj@usdoj.gov, chfsoig@ky.gov, OAGConsumerProtection@ky.gov, "Zimmerer, Zachary M (KYOAG)" <zachary.zimmerer@ky.gov>, KYOAG Appeals <OAGAppeals@ky.gov>, KyOAGOR@ky.gov, "Presley, Stephanie C (KYOAG)" <stephanie.presley@ky.gov>, auditor.mail@ky.gov, Commonwealth Office of Ombudsman <kyombud@ky.gov>, CHFS Listens <chfs.listens@ky.gov>, "Woodside, Christopher (CHFS DCBS DAFM)" <christopher.woodside@ky.gov>, "Perry, Amy S (CHFS DMS DFM)" <AmyS.Perry2@ky.gov>, russell.coleman@ky.gov, govoffice@ky.gov, Office of Governor Beshear <governor.constituentservices@ky.gov>

Subject: Supplemental Evidence – Ongoing HIPAA and ADA Violations by Norton Healthcare (OCR Complaint #644477)

To: U.S. Department of Health and Human Services
Office for Civil Rights (OCR)
Email: OCRMail@hhs.gov

Date: 2025-10-07

Re: Continued Withholding of Medically Necessary Infusion Records – Norton Healthcare / Dr. Glisson / Denial of Continuity of Care

Dear Office for Civil Rights,

I am submitting this correspondence as supplemental evidence to my active complaint (**OCR Case #644477**) regarding Norton Healthcare, Baptist Health, and the Kentucky Cabinet for Health and Family Services.

Since filing, Norton Healthcare—through its counsel, **Julie McDonnell, Esq.**—continues to obstruct access to protected health information (PHI) necessary for continuity of care and to maintain life-sustaining copper infusion therapy.

Summary of Ongoing Violation

My treating physician, Dr. Katie Brown at Grounded Serpent Family Practice, has repeatedly attempted to obtain my infusion records from **Dr. Glisson's office / Norton Infusion Center**, including:

- Medication names and formulations (copper chloride),
- Dosage and concentration,
- Infusion rate and duration,

- Administration dates and frequency,
- Any pre- or post-lab monitoring parameters.

Despite multiple written and phone requests over several weeks, Norton has refused to provide these records or even acknowledge receipt. My physician has documented the outreach attempts and the absence of any response.

Under **45 C.F.R. § 164.524(a)(1)** and **§ 164.524(b)(2)(i)**, Norton is legally required to provide a patient or their current treating provider access to the complete designated record set, including infusion and medication administration details, within 30 days of request. Norton's ongoing refusal directly violates this regulation and jeopardizes my health by preventing accurate dose continuation.

Retaliatory Context

This non-response continues the same retaliatory pattern outlined in my initial complaint:

- Ms. McDonnell previously issued a "global ban," unlawfully restricting all communication, including record access.
- Norton's compliance office informed me they would only release "interim" or "new" records rather than the full historical record set—an explicit violation of HIPAA's access provisions.
- My current treating provider has confirmed that Dr. Glisson's office refuses to cooperate, citing potential legal direction from Norton's administration.

Urgent Harm and Requested OCR Action

I currently remain without the information necessary to continue medically prescribed copper infusions. My neurologic condition is dependent on accurate dosing and infusion rate data to prevent irreversible deterioration. Norton's refusal to share this data constitutes:

- A willful HIPAA Privacy Rule violation,
- A serious ADA/Section 504 interference with continuity of care, and
- Potential obstruction of federally protected medical rights.

I respectfully request that OCR:

1. **Compel Norton Healthcare and Dr. Glisson's office** to provide the complete infusion administration record directly to both me and my treating physician within ten (10) business days;
2. **Require written confirmation** that the "global ban" and record-access restrictions have been lifted;

3. **Enforce compliance sanctions** or referral to HHS Office of Inspector General if the obstruction continues.

I urgently request OCR's immediate intervention. Norton Healthcare is withholding my copper-infusion administration records despite multiple written requests from both me and my current treating physician. Without the exact dose, concentration, and infusion-rate data, my neurologic condition cannot be safely managed, placing me at imminent risk of further irreversible injury or death. This constitutes an ongoing, willful violation of 45 C.F.R. § 164.524(a)(1) and § 164.524(b)(2), as well as a denial of reasonable accommodation under the ADA and Section 504. Please compel Norton Healthcare and Dr. Glisson's office to release the complete infusion-administration record immediately to me and my physician, and confirm compliance in writing. Every day of delay endangers my life and violates my federally protected right to access my own medical information.

I am unable to contact Norton Healthcare directly because of their unlawful "cease-contact" directive. However, my dependent's legal name is now officially via SSA and in the state of Kentucky, **JAQUELYN ALANA FOUTS**, and Norton's electronic record still reflects an incorrect version. I request that OCR compel Norton's Health Information Management department to update all systems and records to the correct legal name and confirm completion of that correction.

My dependent child, **Jackie A. Fouts (JAF [formerly Jack A. Fouts now Jacquelyn A. Fouts with nickname Jackie])**, continues to receive care from multiple Norton Healthcare physicians.

Norton's so-called "global ban" against me cannot lawfully interfere with my federally protected parental rights or my ability to participate in my child's medical care.

Under the HIPAA Privacy Rule and the ADA, I retain the right to access, review, and communicate regarding my minor child's medical treatment and to obtain her medical records as her legal parent and guardian.

Any restriction that prevents me from scheduling appointments, obtaining information, or communicating with Jackie's providers is unlawful retaliation and violates both my parental authority and her right to continuity of care.

I request that OCR compel Norton Healthcare to immediately remove any barriers preventing my access to my child's care team and records, and to issue written confirmation that the "ban" does not and cannot extend to my role as parent.

Thank you for your prompt attention to this urgent matter and for ensuring continuity of care for a disabled patient whose life depends on accurate medical record access.

Sincerely,

/s/ John R. Fouts

John R. Fouts, MBA

Son of a Vietnam-War-Era Veteran

Founder, *Upward Spirals Association* (508(c)(1)(A) Spiritual Faith-Based Organization – Protected under RFRA)

Federal SSA SSDI Recipient – Protected under ADA, VAWA, Section 504, and 1915(c)

Mainstream Voucher Holder – HUD/IHCDA/CASI Program

Email: icreateupwardspirals@gmail.com

Alternate: torchoftruth@zohomail.com

Phone (Text Only – ADA Accommodation): **502.956.0052**

Voice calls & voicemails will be ignored

Fax (HIPAA Compliant): **604.641.2805**

Evidence archive (prior to block on saving):

<https://archive.org/details/@jfouts1979>

2 attachments



2025-10-07-OCR-Complaint-Norton-Confirmation-of-Submission.pdf

311K



2025-10-07-Got-Compliant-To-Submit-Finally-OCR-Norton-CPS-Baptist-CHFS-Related-Proof-Submitted.pdf

311K

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

To: icreateupwardspirals@gmail.com

Tue, Oct 7, 2025 at 6:24 PM



Address not found

Your message wasn't delivered to **crt@usdoj.gov** because the address couldn't be found, or is unable to receive mail.

The response from the remote server was:

550 5.1.1 ... User Unknown

Final-Recipient: rfc822; crt@usdoj.gov

Action: failed

Status: 5.1.1

Remote-MTA: dns; mx-dc2.usdoj.gov. (2607:f330:5000:1070::5, the server for the domain usdoj.gov.)

Diagnostic-Code: smtp; 550 5.1.1 <crt@usdoj.gov>... User Unknown

Last-Attempt-Date: Tue, 07 Oct 2025 15:24:27 -0700 (PDT)

 **no name**
5K

Mail Delivery Subsystem <mailer-daemon@googlemail.com>
To: lcreateupwardspirals@gmail.com

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Address not found

Your message wasn't delivered to **disability.rights@usdoj.gov** because the address couldn't be found, or is unable to receive mail.

The response from the remote server was:

550 5.1.1 ... User Unknown

Final-Recipient: rfc822; disability.rights@usdoj.gov

Action: failed

Status: 5.1.1

Remote-MTA: dns; mx-da6.usdoj.gov. (2607:f330:6000:1070::5, the server for the domain usdoj.gov.)

Diagnostic-Code: smtp; 550 5.1.1 <disability.rights@usdoj.gov>... User Unknown

Last-Attempt-Date: Tue, 07 Oct 2025 15:24:29 -0700 (PDT)

 **no name**
5K

CRT, Ask (CRT) <Ask.CRT@usdoj.gov>
To: John Fouts <icreateupwardspirals@gmail.com>

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Thank you for contacting the Department of Justice. If you are contacting us to report a civil rights violation, please use the new [Civil Rights Reporting Portal](#).

Gracias por comunicarse con el Departamento de Justicia. Si se está comunicando con nosotros para reportar una vulneración de derechos civiles, por favor utilice nuestro nuevo [Portal de Informes de Derechos Civiles](#).