Subject: Concerns Regarding And Steiner´s Care and Treatment Environment

Dear Dr Saleh and Dr McGarry,

I hope this message finds you well.

I am writing to formally express several concerns regarding the care and treatment environment of And Steiner, a patient I have been seeing for psychotherapy for approximately 7 months. (And previously worked with two of my peers cumulatively for 6 years) During this time, our work has focused on processing recent trauma and supporting it through the emotional challenges related to its current circumstances.

In the course of my involvement, I have also participated in two multidisciplinary team meetings, each lasting approximately 30 to 40 minutes. While I value the collaborative effort, I have significant concerns about how the medical team communicates to And and have observed areas that require attention in order to better support And´s well-being.

Firstly, And has repeatedly expresses concerns and poses important questions about its situation that have gone inadequately addressed. The lack of clear and timely responses appears to be contributing to its distress and uncertainty.

Secondly, I am concerned about the lack of consistent and appropriate environment in which to engage in the therapeutic process. On multiple occasions, our sessions have been interrupted by individuals entering And’s room (there are no other

areas to have “private” conversations), as well as by excessive noise, including music and disturbances from outside (And has mentioned these disturbances are by staff when I have asked.) And itself has requested quieter conditions to facilitate its process, yet these requests have not been consistently respected.

Given And’s current emotional state and the nature of the trauma being addressed, maintaining a safe, respectful, and uninterrupted therapeutic space *in general*, much less for psychotherapy sessions, is essential. I respectfully urge that measures be taken to ensure that its concerns are acknowledged and that the conditions necessary for effective therapeutic work are upheld.

Another concern I’d like to raise: We spend significant time processing the trauma And has accrued from treatment from staff. This concerns me as it takes away valuable time for us to get to And’s core trauma and other clinical issues, which is necessary to create sustainable mental well-being for And to be able to discharge.

Thank you for your attention to these matters. I remain available to discuss these concerns further and to collaborate on solutions that prioritize And´s care.

Sincerely,
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