

Improper Covid Care, Communication and Treatment of Paul G. Corsten (Dec 2020)

I am writing to file a formal complaint regarding the care and circumstances surrounding the hospitalization and death of my husband, Paul G. Corsten (age 72), in December 2020 at Froedtert Hospital – Menomonee Falls.

Paul was admitted on December 12, 2020. From the moment of admission, I experienced serious issues that caused distress and raise concerns about communication, patient rights, and end-of-life care.

First, I was denied entry immediately and, despite repeated calls, received no updates for three days. When I finally reached a physician, I was told my husband had been “lost in the shuffle” before confirming he was in ICU. This lack of communication prevented me from understanding or participating in his care.

Throughout his hospitalization, I was not provided consistent or meaningful medical updates. I was not informed of medications, procedures, or changes in his condition. A physician later told me, in a distressed manner, that my husband “would end up dying,” without explanation or discussion of options.

I was also denied all visitation until the day of his death. While I understand COVID-19 restrictions were in place, patients and families still had rights to communication, involvement in care, and consideration for end-of-life visitation. Additionally, my husband was Catholic, and I requested last rites. I was told someone would come, but I was never informed whether this occurred. This lack of clarity regarding his spiritual care is deeply troubling.

On December 22, 2020, I received a call stating I could either come “help him die” or pick up his body afterward. When I arrived, I was finally allowed entry. My husband died approximately 45 minutes later, still on a ventilator. The circumstances of his death were traumatic, and immediately afterwards, I was asked to leave quickly because the room was needed for another patient. I later learned he had been placed on a ventilator on December 16 and that certain routine medications were not administered. These decisions were not communicated to me at the time. This experience was devastating and left me with serious unanswered questions. I am seeking accountability, transparency, and closure.

Sincerely,

Lynette Corsten