*August 26, 2021*

*Attribute to Janine De la Vega, spokesperson.*

*"Good Samaritan Hospital and Regional Medical Center have the deepest respect for human remains. We are committed to following detailed policies concerning their handling. In these cases, we simply did not live up to our commitment. We can and should have done better.*

*We had one instance in which there was a significant delay by a family arranging for a mortuary to come to us for the remains of a pregnancy that ended. The California Department of Public Health evaluated this issue at the time and made no findings of misconduct by Good Samaritan. Nonetheless, we should have done more to communicate with the family to assist with arranging for a timely transfer of the remains.*

*In the event of a deceased patient with no next of kin, we normally transfer custody of an individual's remains to the Santa Clara County Public Administrator, which has responsibility for the ultimate disposition of unclaimed bodies. Recently we had some challenges where we found we should have been more proactive in our efforts to work with the Santa Clara County Public Administrator's office for the proper transfer. We should have made a greater effort on bringing proper closure to these lives as we normally do.*

*We have investigated these incidents in detail and, as a result, have instituted a number of changes in our policies, processes and oversight to prevent them from happening again.*

*While these are exceedingly rare and unusual incidents, we know that they have caused grief to the families involved. For that, we are sincerely sorry."*