

Public Comments

009 Samaritan-Norco

This document presents written public comments related to the preliminary review of transaction 009 Samaritan-Norco by Oregon Health Authority (OHA) under the [Health Care Market Oversight](#) program. OHA held a public comment period from April 6 to April 21, 2023 and received two written public comments via email to hcmo.info@oha.oregon.gov. Comments are presented below in the order received and may include typos or misspellings. Personal contact information for individuals has been removed.

OHA expresses no views on the substance of these comments, and their publication does not constitute an endorsement by OHA of the views expressed.

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Public Comments

1. Subject: Acquisition of Samariatan Med. Serv. Inc. by Norco Inc.

Received 4/10/23

To whom it may concern:

I have been a user of Norco Inc. for supplies and maintenance of my bi-pap machine for over 8 years.

The company has been consistently reliable in its provision of needed supplies -- mask cushions, mask frames, mask straps, filters, tubing, and water reservoir. I have no idea how competitive its prices are or how well the company has conformed to Medicare regulations.

During the recent Philips recall of several of its c-pap, bi-pap and home ventilators, I was not impressed by the information provided by Norco, Inc. to customers about the machines being recalled. It seemed to me that the company was doing everything it could to protect itself from any involvement in the recall, saying to customers that the recall was between the customer and Philips and that any information needed to come from Philips.

It was very concerning to me because I had one of the machines being recalled, and the information I had from Norco, Inc. from whom I had purchased the machine was insufficient in my opinion. I had the feeling that I was simply "on my own."

I would have expected that Norco, Inc. would have worked closely with Philips to provide the latest information about the recall and how one would go about getting help. Norco could have done better in my opinion.

This opinion arises out of my 28 years of experience on a hospital ethics committee dealing with medical ethical issues, in which communication was always an important factor in the delivery of good health care.

Sincerely,
John Hofer, Ph. D.

2. Subject: Samaritan Medical Supplies & Norco

Received 4/12/23

As a disabled person I have used both companies. I feel this would be beneficial for patients as it would be easier to submit claims for reimbursement.

Thanks,
Alexis Kerlinger

About HCMO

The Health Care Market Oversight program reviews proposed health care business deals to make sure they support statewide goals related to cost, equity, access, and quality. For more info, you can connect with HCMO staff:



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