

Hellen Sparkes

From: KenJenkins@hcsw.nf.ca
 Sent: Tuesday, December 06, 2005 1:58 PM
 To: hspark@healthwest.nf.ca
 Subject: Fw: ERPR rescreening phone calls to pts.

For the file

Ken

-----Original Message-----

From: Sharon Barnes <sbarne@healthwest.nf.ca>
 To: Jenkins, Ken <KenJenkins@hcsw.nf.ca>
 Sent: Tue Dec 06 13:14:44 2005
 Subject: RE: ERPR rescreening phone calls to pts.

Thanks for this feedback. I will certainly advise Bonnie of this, as she will continue to call clients today and one day next week. I actually just had an update from her before receiving this email and she felt all was going well. People are appreciative for the call and she was not getting the sense that there were concerns. She is keeping a record of the contacts she is making and if concerns are expressed to her personally she will have them followed up. Sharon

-----Original Message-----

From: KenJenkins@hcsw.nf.ca [mailto:KenJenkins@hcsw.nf.ca]
 Sent: Tuesday, December 06, 2005 11:24 AM
 To: msaund@healthwest.nf.ca
 Cc: susangillam@hcsw.nf.ca; hspark@healthwest.nf.ca; sbarne@healthwest.nf.ca
 Subject: Re: ERPR rescreening phone calls to pts.

* Marilyn

We are following the approach used in the rest of the province and have a script developed by Eastern Health to communicate consistently to patients. This contact task has been assigned to an AO but I don't expect this person to act as a subject matter expert. There is a phone number for Eastern Health that the contact person has if the patient has questions that cannot be answered. We anticipate that people will be upset but we feel that people need to be notified of the situation.

I'm copying Sharon Barnes on this so that she can provide feedback to the AO involved. If you can give us specific detail on the questions posed by the 2 people who contacted you, I can provide info to the AO to answer similar questions in the future. As well, I will be happy to contact these people myself if you wish to provide me with their contact info. Your feedback is appreciated. Tnx.

Ken

-----Original Message-----

From: Marilyn Saunders <msaund@healthwest.nf.ca>
 To: Jenkins, Ken <KenJenkins@hcsw.nf.ca>
 Sent: Mon Dec 05 15:30:37 2005
 Subject: ERPR rescreening phone calls to pts.

Dr. Jenkins;

We have received 2 phone calls from upset patients who say someone called them about some sort of retesting. These patients are really upset, do not understand what they are being told, and are calling us for clarification. Have you arranged for someone to call the patients who have to have ERPR retesting? Whoever is making these calls needs to be able to explain clearly what type of testing and be able to answer any questions these patients have. Could you contact this person and let her know we are receiving phone calls from upset patients looking for answers. We are not sure what they've

been told, which makes it difficult to answer questions. Thank-you for your time.

Marilyn

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