

Oscar Howell

From: Heather Predham
Sent: Thursday, January 25, 2007 11:30 AM
To: Leona Barrington; Oscar Howell; Pat Pilgrim; Pam Elliott
Cc: Nancy Parsons
Subject: RE: ER/PR Independent Inquiry

Follow Up Flag: Follow up
Flag Status: Red

Hi,

This lady called Nancy last week saying that we had called her and told her that we were going to retest her, but she had not heard anything since. On checking into it, this lady was retested and was shown to have a changed ER/PR result. She was paneled in February 2006 and a letter was written by Kara Laing as chair of the panel to Kara, the most responsible physician.

In September we contacted all physicians who received a letter from the panel to confirm that the patients had been notified (this included all physicians at the cancer clinic). After an incident with another patient, the entire list was reviewed with the leadership in the Cancer Care program. This lady was on Dr. Laing's list.

Unfortunately, Kara was not available now to meet with this lady and explain the why she was missed.

An appointment was arranged with dr. Zulfiqar to meet with her; She called Nancy a few days later, very upset. She did make the comment that she had attempted to call Nancy several months ago, but there was no message and no evidence of her calling.

Unfortunately, I don't know what else, from an Eastern health perspective we could have done.....

Heather

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

From: Leona Barrington
Sent: Thursday, January 25, 2007 9:16 AM
To: Oscar Howell; Heather Predham; Pat Pilgrim; Pam Elliott
Subject: ER/PR Independent Inquiry
Importance: High

I just received the following email from the Independent - the woman who was just given her ER/PR result went to the Independent with her story. Heather, can you call me about this ASAP so we can decide how to respond. I need to know what quality assurances are in place...

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

From: Stephanie Porter [mailto:stephanie.porter@theindependent.ca]
Sent: Thursday, January 25, 2007 8:16 AM
To: Leona Barrington
Subject: question

Hi there Leona -

I know the snow day kind of threw everything off, but I'd like a comment from Eastern Health on a story I'm running this week, if at all possible. We head to press around noon (eep!). I'll try to give you as much information as possible:

The story is about a woman, involved in the ER/PR testing, who just found out about her results (and she had a reversal and was advised to start taking Tamoxifen) two weeks ago. But, according to the doctor she spoke with, her test results actually arrived back in St. John's in 2006. She hasn't been given an explanation for the delay.

Questions: Are there other patients who have yet to be tracked down? Is there a checklist of some sort to make sure everyone has been reached?

I'm wondering if this is an isolated case, I guess.

Thanks Leona - hope you can help out this morning!

Best,
Stephanie

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