

Thompson, Robert

From: Thompson, Robert
Sent: Thursday, June 07, 2007 1:39 PM
To: Tilley, George
Subject: Re: Fw: Patient Contact

George:

The return email has unnerved us. Let me explain.

In December 2006 Eastern health told the media that in October 2005 "Patient Relations representatives ...telephoned all individuals whose specimens were being sent away for retesting."

On May 18, 2007 Eastern Health repeated this message to the media.

On the basis of these confirmations from Eastern Health, we assumed that the "763 patients whose samples were retested" were all called in October 2005.

There has been some uncertainty on this point in public because of patient statements in the media. For example, Gerri Rogers is quoted in the Independent in January 2006 as saying, "They haven't told me anything. Nobody has contacted me about anything."

Yesterday on VOCM Open Line Linda Swain summarized a caller as saying, "But she got that letter she tells us in 2006 and she actually sent me a copy of that letter that she got from Eastern Health. So she just wanted to point out that if there are indications that patients were informed in 2005, that's not necessarily the case, she wasn't informed until 2006."

That is why I wrote you earlier today. The response gives rise to more questions. Ms. 'redham says: "In October 2005, all patients that were identified at that time as part of the retesting, were contacted by our department (QRM)." She also says: "Between our list and the calls that we received we felt we had a comprehensive list of all those scheduled to be retested." And she says, "However, during the past two years we have gotten an occasional call from someone who did not make the original list. There have been a variety of reasons."

These three statements are qualified statements.

Therefore, we need to receive from you this afternoon the exact number of patients that were contacted in October 2005, out of the total of 763. If there were any patients not contacted in October 2005, when were they contacted since that time.

As you can appreciate, this is very important to determine with great urgency. Please call me when you have read this email. Thanks

Robert

Robert Thompson
 Deputy Minister
 Department of Health and Community Services Government of Newfoundland and Labrador
 709-729-3125

>>> "George Tilley" <George.Tilley@easternhealth.ca> 6/7/2007 1:07 PM

>>> >>>

Robert, attached is a reply from our Risk Manager on the question you raised. With respect to Burin we are in the process of preparing a release for tomorrow.

George

George Tilley
President and CEO
Eastern Health
(Message sent via blackberry)

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

From: Heather Predham
To: George Tilley; Susan Bonnell; Pam Elliott; Stephen Dodge; Mary Haynes (Executive Assistant to Senior Director)
Sent: Thu Jun 07 13:02:24 2007
Subject: RE: Patient Contact

Hi everyone,

In October 2005, all patients that were identified at that time as part of the retesting, were contacted by our department (QRM). These were calls to inform them that they were identified as ER negative and will be retested.

At the same time ads were put in the paper, media interviews were held. The patient relations number was put in the paper and patients were told, if they had questions or were not contacted by us, to please call us. Between our list and the calls that we received we felt we had a comprehensive list of all those scheduled to be retested.

However, during the past two years we have gotten an occasional call from someone who did not make the original list. There have been a variety of reasons.

I must note that we still get calls from people who say they weren't called, but who were always ER positive and not part of the retesting.

When the results came back, the patients who were confirmed negative were notified by the particular region, while the patients whose results were changed were notified by letter through their physician.

I hope this clarifies this

Heather

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

From: George Tilley
Sent: Thursday, June 07, 2007 12:45 PM
To: Susan Bonnell; Heather Predham; Pam Elliott; Stephen Dodge; Mary Haynes (Executive Assistant to Senior Director)
Subject: Fw: Patient Contact

Can I get a quick note on this as quickly as possible.

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George Tilley
President and CEO
Eastern Health
(Message sent via blackberry)

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

From: Robert Thompson <RThompson@gov.nl.ca>
To: George Tilley
Sent: Thu Jun 07 12:37:54 2007
Subject: Patient Contact

We keep on hearing through the media about patients who say they were not contacted in 2005 about their retests. Yet your media material is clear that ALL retest patients were contacted in Oct 2005. How do we reconcile this? A short quick reply would be appreciated as this may arise in the house in an hour.

Sent via Blackberry
Government of Newfoundland and Labrador