

From: [Heather Predham](#)
To: [Pat Pilgrim](#);
Subject: RE:
Date: May-12-08 12:44:43 PM

Oh yes....she was supposed to get the letter, but she wanted to know what it was all about....do you want me to get Janet to send you the details?

Heather

From: Pat Pilgrim
Sent: May 12, 2008 12:43 PM
To: Heather Predham
Subject: Re:

Was the person we got the call from supposed to get the letter....or did we not verify that this person got the results!!!!

From: Heather Predham
To: Pat Pilgrim
Sent: Mon May 12 12:40:45 2008
Subject: RE:
Hi,

Yes they have started...we decided to say (this is not the exact words...) that we are reviewing our files and wanted to confirm that your physician had been in touch with you about the retesting process and the impact it might have had on you.

Deanne suggested that we may want to mention the letter they will receive shortly to those that are fully comfortable about it as Janet has had one call this morning on the 1-800 # asking what the letter was all about

Heather

From: Pat Pilgrim
Sent: May 12, 2008 12:37 PM
To: Heather Predham
Subject: Re:

That is a very sound way to proceed. Have the calls started? What is the script.....we are doing the final review on the database?

From: Heather Predham
To: Pat Pilgrim
Sent: Mon May 12 12:35:33 2008
Subject: RE:
Hi,

She is on Deanne's list to call.....I think I'll ask Mary Ellen to see if it is known at [REDACTED] that she was retested instead of calling her

Heather

From: Pat Pilgrim
Sent: May 12, 2008 12:27 PM
To: Heather Predham
Subject: Re:

I guess we are if she was one of our target group and this is the address?

From: Heather Predham
To: Pat Pilgrim
Sent: Mon May 12 12:21:04 2008
Subject:
Pat,

a [REDACTED] year old lady is currently living in [REDACTED]....are we sending her a letter?

Heather

Heather Predham
Risk Management Consultant/Assistant Director
Quality and Risk Management, Eastern Health
100 Forest Road, St. John's, A1A 1E5

Telephone: (709) 777-6126
Fax: (709) 777-8033