

From: [Heather Predham](#)
To: [Nancy Parsons; Pam Elliott;](#)
[Pat Pilgrim;](#)
Subject: FW: key messages
Date: January-25-07 1:11:45 PM

Hi,

I just got off the phone with Dr.. H. He feels we have to assume that there is another missed person out there and we need to triple check the notifications.

In talking with him, here's the tentative plan:

- I'll review the panel list with Nancy and we can eliminate those we know for a fact to be contacted i.e.: the ones who have come forward in the media and those that have called us and complained etc.
- For the Cancer Clinic charts and those seen by Felix and Kwan, I'll review the charts and ensure there is some documented evidence of follow-up
- For all the rest, I'll call the patient to ensure that they have been contacted.....

By the way, Dr.. H was unaware of this latest situation, before this media request.....

Heather

From: Oscar Howell
Sent: Thursday, January 25, 2007 12:54 PM
To: Susan Bonnell; Denise Dunn; Heather Predham; George Tilley; Leona Barrington
Subject: RE: key messages

Heather,

I assume you will take the lead in follow-up?

Oscar

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From: Susan Bonnell
Sent: Thursday, January 25, 2007 12:35 PM
To: Oscar Howell; Denise Dunn; Heather Predham; George Tilley; Leona Barrington
Subject: key messages
Importance: High

I have spoken with George and he is good with the following messages. Leona has spoken to Stephanie. She apologized for the short notice (hrumph!) but can only extend her deadline to 2pm. Otherwise they would be willing to do a follow-up story next week but we don't want that. Rather than speak to Stephanie directly, we can send this to her and attribute it to you, so as to avoid opening up any other line of questioning that we would rather not.

Leona can explain to Stephanie that, given the short notice, we are unable to do an interview but can provide the short statements:

We are surprised by this information. It was our understanding that all individuals impacted by the review had been contacted. The process of notifying individual patients has involved numerous individuals, physicians and specialists, both within and outside the organization.

Eastern Health is now rechecking the list to verify with the physicians and specialists involved that these patients have all been contacted.

We encourage any individuals who were in the retesting group and have not heard from their physician or from our organization to call our Client Services Officer at 777-6500.



Susan Bonnell

Director, Strategic Communications
709-777-1426 (1338)