

**Susan Bonnell**

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**From:** Sharon Smith  
**Sent:** Wednesday, November 21, 2007 12:58 PM  
**To:** Heather Predham; Pat Pilgrim; Pam Elliott; Nancy Parsons  
**Cc:** Susan Bonnell  
**Subject:** RE: direction needed

Well, you could always go there and ring the door bell! I guess the reasonable thing to do is to send a registered letter as you suggest.

Sharon

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**From:** Heather Predham  
**Sent:** November 21, 2007 12:31 PM  
**To:** Pat Pilgrim; Pam Elliott; Sharon Smith; Nancy Parsons  
**Cc:** Susan Bonnell  
**Subject:** direction needed

Hi all,

I need a bit of direction with [REDACTED]

I asked Health Records if they would contact [REDACTED] and ask for the last contact information they had on [REDACTED]. They were able to get a phone number, which I just called.

The conversation went like this:

Man who answered phone: Hello  
Me: Could I speak to [REDACTED] please  
Man: Speaking  
Me: I'm sorry... [REDACTED]  
Man: Yes, speaking  
Me: [REDACTED]  
Man: Yes  
Me: Oh, sorry..... this is Eastern Health calling from Newfoundland  
Man: The credit card company?  
Me: No, the hospital in St. John's Newfoundland  
Man: The credit card company  
Me: I'm sorry; I must have the wrong number

I've googled [REDACTED] and it's a woman's name....and he could actually be a woman with a very deep voice, but I excused myself because I was not envisioning a successful discussion about the whole ER/PR thing.....

I'm thinking that we write to [REDACTED]...I could ask Health Records to get the last known address and we could send it registered mail.....what do you think?

Heather