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28<sup>th</sup> May 2014.

Dear Ms Dallman,

**Re: Your letter dated May 6<sup>th</sup> – ID: 11325.**

Thank you for your letter dated May 6<sup>th</sup> – together with a brief outline of our conversation and information regarding the Alberta's Health Charter.

I have since received a call from Janet Wilson (Our patient care relations officer) to advise that our claim has now been finally forwarded to their insurers.

They further advised that they have no idea who is handling the case, or how long all this will take, and if it will even get settled at all as they have no control over it all. AHS have advised to sit tight until we hear direct from them.

After looking through the Alberta Health Charter literature, under the heading:

"When I interact with the health system, I expect that I will:"

There are several bullet points mentioned there that failed us miserably – as follows:

- *"Have my health status, social and economic circumstances, and personal beliefs and values acknowledged"*

Continued.....

(2)

Despite our protests, we were dismissed continually. I am of the believe that had Dr Elkassem, listened to us in the first place late January 2010, several times in February 2010 and early March 2010, then just maybe his unorthodox technique would have been discovered and the death of Andreas Martinez could have been avoided.

That same year we contacted Dr Austen, he was fully aware of who Elkassem was as he'd attended the Rockyview the night Martinez bled to death – as did Kortbeek – again knowing his history it did not ring any alarm bells with either of them, or if it did they were quick to get rid and not get involved - we were just dismissed.

In fact, I have an email from Patient Relations actually stating from Dr Kortbeek actually stating "go back to your original surgeon" knowing full well who this guy was?? How about that for patient care at its highest level?

- *"Be treated with respect and dignity"*

As in, "you have Endometriosis, take these pills and drugs they will numb the pain but make you fat and hairy". Dr Allen's exact words – not to mention the incorrect misdiagnosis!

- "Be able to participate fully in my health & healthcare"

No one listened to us from day – not even our own family practitioner. The fact is, it was an issue, a issue that people were clueless with, but instead of finding a professional, we were just continually fobbed off for 3 years and 7 months until "we" took control after being told;

"we're done it might be best if you looked in the States" (Patient Relations)

- *"Be supported through my case journey & helped to find and access the health services care that I require"*

There was no help for the correct healthcare that was required, we were just passed from person to the next who were just clueless!

Continued.....

(3)

- *"Have timely reasonable access to safe, high quality health services and care"*

Being left to drop to the floor 2 to 3 times a day in agony, for 3 years & 7 months, being misdiagnosed with endometriosis, having a nerve block injection by someone in jeans and trainers and by their own admission was the very first one they'd carried out – unsupervised! I seriously believe that breaks the law – never mind the above charter!

- *"Have the opportunity to raise concerns and receive a timely response to my concerns, without fear of retribution or an impact on my health services and care".*

I was rather shocked and disturbed by this charter, I'd expect to have read that in a third world country like Afghanistan or Pakistan etc...

*"without fear of retribution"*

My god! It beggars belief that anyone would suffer that in a so-called Western society just for raising their concerns. However, it must be true for you to write that very charter, I'm fully aware it exists in Canadian construction because I have witnessed the brutality first hand – but healthcare? Seriously?

So with all the above charters failing us Ms Dallman, and having read our shocking and disgusting experience – not to mention the fatality of Mr Martinez – not to mention my wife was unable to work for 3 years & 7 months due to the shocking condition she was left in, not to mention 70% of all this cost me my job too, what does Ms M Marshall think of all this and who should be accountable?

I look forward to hearing from you in due course.

Yours sincerely

Mr & Mrs G Rose.