

PRIVATE AND CONFIDENTIAL

DATE: May 3, 2023

NAME: David Dickson

Email: David.dickson@dkdata.com

Dear David,

Thank you for contacting our Patient Relations Department with your concern regarding masking at the Royal Alexander Hospital. We appreciate your feedback and apologize that Alberta Health Services (AHS) did not meet your expectations. AHS takes all concerns very seriously and the feedback is valuable in our efforts to provide high quality care.

Your further questions were reviewed by [Redacted], Facility Medical Director, Edmonton Zone. Please find the response below.

1. Complainant asks for a follow up discussion from [Redacted].

I've discussed this concern with [Redacted], Senior Operating Officer for RAH. We will not be forwarding the request for the complainant to meet with [Redacted] as he was involved at the time to find a resolution to him attending the ATOP clinic in person, he has since moved on from that portfolio.

2. The complainant states this was not dealt with in real time but rather a new physician had to be found due to Dr [Redacted] refusing to provide care which was discriminatory behavior by Dr [Redacted].

Regarding the allegation of discriminatory behaviour by Dr. [Redacted], I do not find that to be a founded allegation. Mr. Dickson was previously seen by Dr. [Redacted]. Dr. [Redacted] had referred to Dr. [Redacted] for consideration of EBUS. The reasons for this consult to Dr. [Redacted] were not entirely clear. Dr. [Redacted] and Dr. [Redacted] discussed the case further in detail and they decided that Dr. [Redacted] would see him in the ATOP clinic.

3. Response states "when a patient chooses not to wear a mask to their appointment" he asks what part of me having a medical exemption letter is continuing to be missed.

With respect to patients who have a masking exemption but require access to AHS facilities, AHS will provide service to patients while also trying to mitigate risk of transmission of infectious conditions. I am sorry if the initial response was inflammatory regarding his masking exemption. While I recognize that not all front-line staff are well versed in how to approach the situation presented by Mr. Dickson, I believe the facility acted in good faith to communicate with Mr. Dickson via [Redacted] to ensure he would be seen in person.

The current AHS masking policy continues to be reviewed as the dynamic of the pandemic continues to change. I appreciate the level of frustration that Mr. Dickson encountered at our facility last year.

Thank you again for contacting Patient Relations. We hope this feedback addresses your questions.

Please do not hesitate to contact us if you have further questions.

Kind regards,

[Redacted]

Patient Concerns Consultant

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Together.



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