

Tyson, Jo HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Wednesday, January 6, 2016 11:59 AM
To: Docs Processing HLTH:EX
Cc: Andrachuk, Andrea HLTH:EX
Subject: 1046994 - MLA Bing - s.22 re: Seniors Care Facilities in BC

Hey Docs,

Can we get some information for MLA Bing to respond to the constituent below.

Thanks,

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Bing.MLA, Doug
Sent: Wednesday, January 6, 2016 11:52 AM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: FW: New submission from Contact Your Constituency

Happy New Year, Gentlemen!! Hope you managed to fit some relaxation in over the holidays, as we are obviously back at work making up for lost time. ☺

Any chance you have the information for this constituent at your fingertips?

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299

FAX 604 465-9294

From^{s.22}

Sent: January 5, 2016 12:14 PM

To: Bing.MLA, Doug

Subject: New submission from Contact Your Constituency

Name

^{s.22}

Email

^{s.22}

Riding

Maple Ridge / Pitt Meadows

Comments & Feedback

Good afternoon Mr. Bing,

I am wondering what BC Ministry is responsible for Senior Care here in BC? The BC Government website is not terrible informative on the subject. I have seen the Seniorsbc.ca site but it wasn't helpful in that regard. The main Ministry page has also has broken links (links to nowhere etc.) btw.

Generally speaking, what I am looking for ideally is access to listings for Senior Care facilities in BC both private and publically funded. I am also interested in any publically available information about those facilities that the government has collected. Ideally the information would be available on some government server in JSON format or even XML. I am an iOS developer looking for a new project and have some ideas about an application that would benefit greatly from any centralized information the government has available on this subject. I will also be asking this question on the DataBC website but my initial research into that service seems to indicate that they will not be able to be much help.

Perhaps the Assisted Living Registry (Ministry of Health) has the information on a server somewhere?

If you can help in finding either a point contact person in the responsible Ministry that can help access the information or you can provide information, if it exists, on where this data may be located, I would be most appreciative.

I can make myself available to discuss this request further at your convenience, if required.

Thank you for your efforts in advance.

Best Regards,

s.22

Tyson, Jo HLTH:EX

From: Andrachuk, Andrea HLTH:EX
Sent: Monday, January 4, 2016 12:55 PM
To: Robertson, Derek HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: 1046584 - (RUSH) MLA Dalton -s.22 re: medical records

Yes, will do.

Andrea Andrachuk | Manager/Executive Operations
Office of the Deputy Minister
Ministry of Health

P: 250.952.1908 | C: 250.217.3655 | email: andrea.andrachuk@gov.bc.ca

From: Robertson, Derek HLTH:EX
Sent: Monday, January 4, 2016 11:46 AM
To: Andrachuk, Andrea HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: (RUSH) MLA Dalton -s.22 re: medical records

Hey Andrea,

Can we get an answer for MLA Dalton's office to this question?

Thanks,

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>
Sent: Wednesday, December 16, 2015 2:32 PM
To: Robertson, Derek HLTH:EX
Subject: FW: Question

Over to you :D

From: Kingsbury, Linda [<mailto:Linda.Kingsbury@leg.bc.ca>]
Sent: Wednesday, December 16, 2015 12:01 PM
To: Dhanowa, Damon HLTH:EX
Subject: Question

Hi Damon,

Our Constituent^{s.22} called because his family doctor abruptly retired and he received a phone call from a Toronto based company "RSRS Record Services" who told him they had all his medical records and if he wanted a copy, they would send them to him at a cost of \$90.00. He phoned the College of Physicians and Surgeons and was told there are no regulations around patient records – only policies. Who would be able to verify this and provide the rationale?

Linda Kingsbury
Constituency Assistant to
Marc Dalton, MLA
Maple Ridge-Mission

604-476-4530
#102-23015 Dewdney Trunk Road
Maple Ridge, BC V2X 3K9

Tyson, Jo HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Tuesday, December 22, 2015 1:36 PM
To: Docs Processing HLTH:EX
Cc: Andrachuk, Andrea HLTH:EX; Foran, Grace E HLTH:EX
Subject: 1046351 - MLA Marc Dalton re^{s.22} Provincial Funding Cuts to CNIB

Categories: Alex

Hey Docs,

Please prepare bullets for MLA Dalton's office.

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Geschke, Laurie
Sent: Tuesday, December 22, 2015 1:23 PM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: Provincial funding cut to CNIB?

Hello Damon and Derek

Our constituent, ^{s.22} is a senior who is legally blind. The services of the CNIB used to be available to him here in Maple Ridge, but he says that now he has to go in to Burnaby, New Westminster or Vancouver. When he phoned the CNIB to find out why, he was told there had been provincial funding cuts to CNIB.

Could you confirm that for me and provide me with a rationale which I can give to ^{s.22}

Thanks!

Kind regards,

Laurie Geschke

Constituency Assistant

for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

Tyson, Jo HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Monday, December 14, 2015 12:34 PM
To: Docs Processing HLTH:EX; Andrachuk, Andrea HLTH:EX; Foran, Grace E HLTH:EX
Subject: 1044953 - MLA Marc Dalton re s.22 Moved from Quebec and Not Qualifying for MSP
Attachments: Cert.Authority.pdf
Categories: Alex

Hey Docs,

Can we get bullets prepared for MLA Dalton's office?

Thanks,
Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Geschke, Laurie
Sent: Wednesday, December 9, 2015 2:03 PM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: RE:s.22

Hello Damon and Derek

I don't know which one of you I should be contacting you initially, so please let me know.

s.22

As an adult til this past April she lived in Québec when she had full provincial medical coverage, however, since moving here, she has not been permitted to receive BC MSP. She is to be married shortly and plans to reside in BC permanently but every time she goes to the Dr, she must pay out of pocket.

I am attaching the Certificate of Authority. I would appreciate if you could tell me how s.22 can get MSP coverage here in BC.

Kind regards,

Laurie Geschke

Constituency Assistant

for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

CERTIFICATE OF AUTHORITY TO OBTAIN PERSONAL INFORMATION

To: **Ministry of Health**

From: **Laurie Geschke**

For the purposes of the *Freedom of Information and Protection of Privacy Act*, I certify the following:

1. **Marc Dalton** ("MLA"), in whose office I am employed as a constituency assistant, has been asked by the constituent whose name and address are set out below to assist that constituent in resolving the problem described below;
2. I have explained to the constituent that, in order to assist the constituent, I and the other individuals named below, all of whom are employed in the MLA's office, may need to obtain the constituent's personal information from your ministry;
3. I have explained to the constituent that personal information disclosed to us may be of a sensitive nature; and
4. Personal information you disclose to us is necessary for the purpose of assisting the constituent to resolve the problem described below and will be used only for that purpose.

Name of constituent: ^{s.22} "constituent")

Constituent's address and contact number: ^{s.22}
s.22

The problem for which the constituent has requested the MLA's assistance is ^{s.22}
s.22

She had no problem getting provincial health care in Quebec as an adult but moved to BC in April and has not been able to qualify for MSP.

MLA employees covered by this certification: **Nancy Nagy, Linda Kingsbury, Carly Fedeshyn**
s.22

X----

X_____

Tyson, Jo HLTH:EX

From: Andrachuk, Andrea HLTH:EX
Sent: Friday, November 27, 2015 9:47 AM
To: Docs Processing HLTH:EX
Subject: 1043607 - (ASAP) MLA Doug Bing Info Request re Local Action Team and CYMHSU Collaborative

Andrea Andrachuk | Manager/Executive Operations
Office of the Deputy Minister
Ministry of Health

P: 250.952.1908 | C: 250.217.3655 | email: andrea.andrachuk@gov.bc.ca

From: Meldrum, Erica HLTH:EX
Sent: Thursday, November 19, 2015 12:57 PM
To: Andrachuk, Andrea HLTH:EX; Wolsey, Ashley HLTH:EX
Cc: Casanova, Tamara HLTH:EX; Docs Processing HLTH:EX; Foran, Grace E HLTH:EX
Subject: RE: (ASAP) MLA Bing - request for information

Hi Andrea –

We should have information on this. I'll check with staff and get back to you asap.

Sincerely,

Erica Meldrum | Director, Planning and Division Operations
Assistant Deputy Minister's Office
Health Services Policy Division | Ministry of Health
Phone new: 250.952.1564 | Cell: 250-415-1980 | Fax: 250.952.1052

Warning: This email is intended only for the use of the individual or organization to whom it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this in error, please telephone or e-mail the sender immediately and delete the message.

From: Andrachuk, Andrea HLTH:EX
Sent: Thursday, November 19, 2015 12:40 PM
To: Wolsey, Ashley HLTH:EX
Cc: Meldrum, Erica HLTH:EX; Casanova, Tamara HLTH:EX; Docs Processing HLTH:EX; Foran, Grace E HLTH:EX
Subject: RE: (ASAP) MLA Bing - request for information

Hi Ashley,

I see in these documents what looks like the answer to our question:

FINANCIAL IMPLICATIONS

- Funding has come from the SSC, a joint collaborative committee of Doctors of BC and the the Ministry that is working to improve health outcomes and the patient journey through the health care system^[1].
- Specialist participation in the CYMHSU Collaborative is supported by the Specialist Services Committee, a joint committee of Doctors of BC and the Ministry of Health

I think what the MLA is looking for is how to direct these people to these orginazations to request funding.

Erica, would this be something HSD has?

Thanks,
Andrea Andrachuk | Manager/Executive Operations
Office of the Deputy Minister
Ministry of Health

P: 250.952.1908 | C: 250.217.3655 | email: andrea.andrachuk@gov.bc.ca

From: Wolsey, Ashley HLTH:EX
Sent: Thursday, November 19, 2015 12:23 PM
To: Andrachuk, Andrea HLTH:EX
Cc: Meldrum, Erica HLTH:EX; Casanova, Tamara HLTH:EX; Docs Processing HLTH:EX; Foran, Grace E HLTH:EX
Subject: RE: (ASAP) MLA Bing - request for information

Hi Andrea,

Can you please provide me with details to what the Local Action Team is and what Collaborative they are referring to?

Thanks,
Ashley

From: Andrachuk, Andrea HLTH:EX
Sent: Thursday, November 19, 2015 12:04 PM
To: Wolsey, Ashley HLTH:EX
Cc: Meldrum, Erica HLTH:EX; Casanova, Tamara HLTH:EX; Docs Processing HLTH:EX; Foran, Grace E HLTH:EX
Subject: (ASAP) MLA Bing - request for information

Hi Ashley,
Apologies for the last minute rush. Please see request below for end of day. As this is also HSD related, I'm copying Erica to question if there are any resources your area knows of that we may direct them to.
Many thanks,

Andrea Andrachuk | Manager/Executive Operations
Office of the Deputy Minister
Ministry of Health

P: 250.952.1908 | C: 250.217.3655 | email: andrea.andrachuk@gov.bc.ca

From: Robertson, Derek HLTH:EX
Sent: Thursday, November 19, 2015 11:31 AM
To: Andrachuk, Andrea HLTH:EX; Foran, Grace E HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: (ASAP) MLA Bing - request for information

Hey Andrea,

MLA Bing is having a meeting this evening and has asked for the following information.

Can we pull something together for him?

Thanks,

Derek

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]

Sent: Thursday, November 19, 2015 11:04 AM

To: Robertson, Derek HLTH:EX

Subject: information

Hi Derek,

Thank you so much for taking my call. Here is the question that I need an answer to as soon as it is humanly possible. ☺

The Local Action Team linked the Collaborative in our community is focussed on obtaining a Child and Youth Mental health and Substance Use Youth Clinic. They had been lead to believe FH PPH had a grant opportunity, but upon speaking more closely with the rep from FH, it appears the local PPH money is targeted for contraception and STD prevention. Are you aware of any other health funding opportunities that this group could tap into? They already have space that is being offered by a local psychiatrist, Dr. Matthew Bijou, as well, Dr. Mathew Chan, out of St. Paul Hospital, is also willing to do one day a week in this community as a satellite program. Lots going on, they just have to find funders that can work with the Collaborative.

Thanks if you can assist in anyway with funding direction/options.

Cheryl Ashlie

Constituency Assistant to

MLA, Dr. Doug Bing

Maple Ridge-Pitt Meadows

604 465-9299

FAX 604 465-9294

⁽¹⁾ April 2014 CYMHSU Collaborative Fact Sheet submitted by Interior Health and Doctors of BC

Tyson, Jo HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Friday, November 20, 2015 4:41 PM
To: Andrachuk, Andrea HLTH:EX; Foran, Grace E HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: 1043204 - (RUSH) MLA Doug Bing^{s.22} re: Ambulance Bill
Attachments: 20151120162228.pdf; 20150723110115.pdf; 20151006105030.pdf

Hey Andrea,

Please assign on Monday as a RUSH. I will get a consent from MLA Bing's office.

Derek

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Friday, November 20, 2015 4:28 PM
To: Robertson, Derek HLTH:EX
Cc: Conn, Gay LASS:EX
Subject: FW: Letter from ^{s.22}

Hi Derek,

I am going to send you three emails to do with ^{s.22}, this being the first one, but the last correspondence that he send us. His correspondence explains his issue with the bill that he received for ambulance service that he received.

Could you please take a look and determine what, if anything, should be done in this circumstance?

Thanks,

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]
Sent: November 20, 2015 4:23 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Letter from ^{s.22}

Rec'd 11/5/15 @

follow up

s.22

29th October, 2015

Tel: s.22

Dr Doug Bing, MLA
#104 - 20130 Lougheed Highway
MAPLE RIDGE, BC, V2X 2P7

Dear Dr Bing,

I have finally had to pay the additional billing I was charged by the BC Ambulance Service to cover the cost of incompetent government employees. I suppose as an 80-year-old taxpayer I ought to be used to it by now, but it still disgusts me.

Is it too much to hope that anything will ever get done about it?

Yours,

s.22

Copy: Ms Mary Savage, BCEHS

s.22

20th July. 2015

Tel: s.22

Chief Financial Officer
BC Ambulance Billing
PO Box 9676 Stn Prov Govt
VICTORIA BC V8W 9P7

Re: Account # s.22

On 7th May I mailed you a cheque (#363) for an amount of \$80.00. Then, on the 18th June I received a second invoice for the same amount. When I enquired I was told that my cheque had not been received. I find it extremely difficult to believe that Canada Post would fail to deliver a clearly addressed letter to such a frequently used address.

The most likely explanation is that my cheque got mislaid somewhere in your organization, so I arranged for a stop-payment to be put on it, at a cost of \$18.00, and sent you a second cheque (# 365) for \$62.00, which excluded the cost I had incurred for something that was not my fault.

On 10th July you sent a "FINAL NOTICE" for the \$18.00 amount. I think it is totally outrageous of you to assume that I should have to pay the cost of an error that was not mine. I will agree to pay it only if you can give me your unequivocal assurance that no document has ever gone astray anywhere in your organization.

Yours,

s.22

Copy to Dr Doug Bing MLA for Maple Ridge-Pitt Meadows,
#104 - 20130 Lougheed Highway, Maple Ridge, BC V2X 2P7

Rec'd 10/2/15 @

s.22

28 September, 2015

Te^{s.22}

Ms Mary Savage
Client Services Administrator
Ambulance Building
BCEHS
PO Box 9676, Stn Prov Govt
VICTORIA BC V8W 9P7

Re: Account^{s.22}

Dear Ms Savage,

I'm sure your lightly-veiled threat of "the full amount of the fee prescribed by law" was merely intended to display just a glimpse of the claws, right? That's been going on since at least Medieval times, so was fully expected.

But it doesn't change the facts, and the facts are these: I wrote the original cheque for \$80. I made note of it on my record sheet. I addressed the envelope to your office. I put the cheque and invoice in the envelope. I sealed the envelope. I put a stamp on it. I walked down the road to the mailbox. And I pushed the envelope into the slot. At this end, there is absolutely no need to check on anybody else's involvement by "conducting a reasonable search" (however loosely that may be defined). I know damn well it was done.

I expect that the only real issue at stake for you is to make your books balance, and therefore I must cover your error at my expense. When your promised next invoice arrives I will pay it, under duress, while reflecting sadly upon the losing battle the individual citizen faces when dealing with those who go through the motions of listening, all the time knowing that at the end of the day, they are in the enviable position of being able to arbitrate in their own favour.

Yours,

s.22

*Re. my letter
20th July*

Copy to Dr Doug Bing MLA for Maple Ridge-Pitt Meadows.

September 23, 2015

1016574

s.22

0220MAC

s.22
Dear

Re Ambulance Account: s.22

Thank you for your partial payment of \$62.00 for the above ambulance account.

We appreciate that you have been inconvenienced as a result of having to stop payment on your first cheque. After conducting a reasonable search, however, we can find no evidence that that cheque was ever received at our office. In the absence of any such evidence, we cannot conclude that it went missing as a result of mishandling on our part, and we are required to collect the full amount of the fee prescribed by law.

The outstanding amount is \$18.00; payment is expected a bill will follow in the mail.

Yours truly,



Mary Savage
Client Services Administrator, Ambulance Billing
British Columbia Emergency Health Services (BCEHS)

Tyson, Jo HLTH:EX

From: Scott, Pam HLTH:EX
Sent: Monday, November 23, 2015 8:54 AM
To: Andrachuk, Andrea HLTH:EX
Cc: Docs Processing HLTH:EX; Clark, Karen L HLTH:EX; McClymont, Brenda HLTH:EX; Lumb, Caroline HLTH:EX
Subject: 1043205 - MLA Doug Bing re Stats - how many people do not pay MSP premiums and any other stats on this topic

Yes – please assign.

Thanks,
Pam

From: Andrachuk, Andrea HLTH:EX
Sent: Monday, November 23, 2015 8:32 AM
To: Scott, Pam HLTH:EX
Cc: Docs Processing HLTH:EX; Clark, Karen L HLTH:EX
Subject: MSP question

Hi Pam,
Are you able to advise if the question below is something we keep statistics on? If so we will assign for bullets.
Thanks,

Andrea Andrachuk | Manager/Executive Operations
Office of the Deputy Minister
Ministry of Health

P: 250.952.1908 | C: 250.217.3655 | email: andrea.andrachuk@gov.bc.ca

From: Robertson, Derek HLTH:EX
Sent: Friday, November 20, 2015 4:58 PM
To: Andrachuk, Andrea HLTH:EX
Cc: Docs Processing HLTH:EX; Foran, Grace E HLTH:EX
Subject: Fw: stats

Finance?

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Friday, November 20, 2015 4:52 PM
To: Robertson, Derek HLTH:EX
Subject: stats

Hi Derek,

Doug would like to know how many people do not pay MSP premiums and any other stats on this topic?

Thanks—I am off for a few days now and will leave you alone. ☹

Hope you have a great weekend. ☺

Cheryl Rohlke

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Tyson, Jo HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Monday, November 23, 2015 11:34 AM
To: Docs Processing HLTH:EX
Cc: Andrachuk, Andrea HLTH:EX; Foran, Grace E HLTH:EX
Subject: 1043236 - MLA Doug Bing re Health Costs for Cataracts

Categories: Kathy

Hey Docs,

Can we prepare some information bullets for MLA Bing's office?

Thanks,

Derek

From: s.22 [mailto:s.22]
Sent: November 21, 2015 8:33 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: helth costss for cateracts

Hello

A family member will need cataract surgery and i am hoping for some clarification on policy and costs. After visiting a specialist my understanding is that the procedure is medically necessary but the patient still needs to pay \$250 to cover tests and other medical costs.

1. If the procedure is necessary why does the patient have to cover these costs?

In regards to the lenses there are three basic sight problems: near sighted, far sighted and astigmatism and apparently the province pays approximately \$400 for a basic lens that will allow near and far sighted people to see clearly at a distance but still need glasses for reading.

However for astigmatism a person needs a lenses that costs around \$1000 to see at a distance while still needing glasses for reading and the province does not contribute.

2. Why would the province not contribute the same approximately \$400 for all citizens?

I await your reply.
Thank you

s.22

Tyson, Jo HLTH:EX

From: Docs Processing HLTH:EX
Sent: Friday, November 20, 2015 10:56 AM
To: Dhanowa, Damon HLTH:EX
Cc: Robertson, Derek HLTH:EX; Docs Processing HLTH:EX; Andrachuk, Andrea HLTH:EX; Foran, Grace E HLTH:EX; Henshall, Julia HLTH:EX; Benbow, Nicole C HLTH:EX; Stearn, Anne HLTH:EX; Michell, Jennifer HLTH:EX
Subject: 1042728 -resp - MLA Marc Dalton re^{s.22} - BC Care Aid Registry registration Process
Attachments: 1042728 - Care Aide Registry Sample Competency Letter.pdf; 1042728 - MLA Dalton, Info Bullets^{s.22} HCA Reg-ED APRVD.docx
Categories: Alex

Hi Damon,

Attached is information prepared by HSWD in response to your request below. This has been approved by Ted Patterson, ADM and reviewed by Jennifer Michell, on behalf of Grace Foran.

Thanks,

Alex Jacob
Program Assistant
Documents Processing Unit | Deputy Minister's Office | Ministry of Health
Phone 250 952 -3244 Email alex.jacob@gov.bc.ca

From: Dhanowa, Damon HLTH:EX
Sent: Thursday, November 12, 2015 9:57 AM
To: Docs Processing HLTH:EX; Andrachuk, Andrea HLTH:EX; Foran, Grace E HLTH:EX
Cc: Robertson, Derek HLTH:EX
Subject: 1042728 - MLA Marc Dalton re ^{s.22} - BC Care Aid Registry registration Process

Hi Docs, my bad – this one fell through the cracks on my end, can we get a rush turnaround please. thanks. :D

From: Geschke, Laurie [<mailto:Laurie.Geschke@leg.bc.ca>]
Sent: Wednesday, October 21, 2015 11:22 AM
To: Dhanowa, Damon HLTH:EX
Subject:^{s.22} and the BC Care Aid Registry registration Process

Hello Damon

^{s.22} is wanting to register on the BC Care Aid Registry. She currently works as a supervisor for staff caring for people with disabilities at^{s.22}
^{s.22}

Her certificate/diploma comes from an institution that is listed on the website and the process asks for either the graduation certificate or transcript. She decided to register recently and submitted her graduation certificate, thinking that if they needed the transcript, they would ask. What they asked for instead was that

she recertify through a consultant named John Collins for a fee of over \$1200.00 by attending a course through them. s.22 was not able to certify her as competent as they do not have a RN on staff anywhere.

I am attaching the certificate of authority and would like you to help her through this apparent glitch in the registry's registration process so s.22 does not have to spend the time and money to be certified competent when she obviously already is. I will send another email along which contains the thread of communication between s.22 and the Registry.

I look forward to hearing back on how we can help s.22 with her registration.

Kind regards,

Laurie Geschke
Constituency Assistant

Marc Dalton, MLA
Maple Ridge – Mission
(604) 476-4530 or (604) 820-6203

Tyson, Jo HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Thursday, October 22, 2015 5:22 PM
To: Docs Processing HLTH:EX; Andrachuk, Andrea HLTH:EX; Foran, Grace E HLTH:EX
Subject: 1041783 - MLA Marc Dalton res.22 Surgical Waiting Lists now 18 months long
Attachments: Certificate of Authority.pdf

Hey Docs,

Can you prepare bullets for MLA Dalton to respond to this constituent?

Thanks,

Derek

From: ^{s.22} [mailto:^{s.22}]
Sent: October 14, 2015 1:05 PM
To: Dalton.MLA, Marc
Subject: Surgical Waiting Lists now 18 months long

October 14, 2015

Mr. Dalton,

I live in Maple Ridge and am writing you with an urgent issue.

I have been advised by a specialist with the Vancouver Spine Program that my spinal surgery cannot take place for 18 months because of the number of patients needing the procedure.

Further, I have learned that these long waiting lists are common. In fact, my doctor's staff is currently contacting every hospital in the Vancouver area to check on waiting times in hopes that we might find a shorter waiting list. However, my doctor has warned me not to get my hopes up.

^{s.22}

^{s.22}

^{s.22}

Recently, I was laid off from ^{s.22}

as a result of restructuring.

I am in too much pain and too groggy from pain medication to work or look for work.

I will continue to receive severance for another six months and then go on UI. After that ends I will have no income to support myself or my family.

Surely Mr. Dalton, you agree that 18-month waiting lists are not only unacceptable and unnecessary; they are inhumane in a country that is one of the wealthiest in the world.

Recent polls taken during this election indicate that Canadians continue to want universal, government-provided, health care.

I urge you to take up the problem of unreasonably long surgical waiting lists. Please resist the unnecessary "naming and blaming" of political life and take leadership in a cause that will help every man, every woman and every child in B.C., regardless of age, race, ethnicity and education, who falls ill through no fault of their own.

Sincerely,

s.22

s.22

CERTIFICATE OF AUTHORITY TO OBTAIN PERSONAL INFORMATION

To: **Ministry of Health**

From: *Linda Kingsbury*

For the purposes of the *Freedom of Information and Protection of Privacy Act*, I certify the following:

1. **Marc Dalton MLA** ("MLA"), in whose office I am employed as a constituency assistant, has been asked by the constituent whose name and address are set out below to assist that constituent in resolving the problem described below;
2. I have explained to the constituent that, in order to assist the constituent, I and the other individuals named below, all of whom are employed in the MLA's office, may need to obtain the constituent's personal information from your ministry;
3. I have explained to the constituent that personal information disclosed to us may be of a sensitive nature; and
4. Personal information you disclose to us is necessary for the purpose of assisting the constituent to resolve the problem described below and will be used only for that purpose.

Name of constituent: ^{s.22} ("constituent")

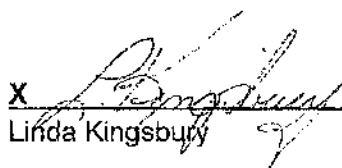
Constituent's address and contact number: ^{s.22}

The problem for which the constituent has requested the MLA's assistance is ***surgery wait times.***

MLA employees covered by this certification: ***Linda Kingsbury, Nancy Nagy, Laurie Geschke***

October 22, 2015

Maple Ridge - Mission Constituency Office

X 
Linda Kingsbury

[illegible][illegible]

Figure 1

[illegible]

[illegible]

Journal of Management Education 36(8) 907-924

1. *Journal of the American Medical Association*, 1997; 277: 1001-1005.

1. *Journal of the American Medical Association*, 2000; 284: 2689-2695.

clinical assessments, neuroimaging, and neuropsychological assessment evaluation to determine seizure management, including possible candidacy for epilepsy surgery. Basic evaluation involves an average hospital stay of 7 - 10 days.

FINDINGS

- At this time, two of the three physicians are on site. One additional physician remains on an undefined medical leave.
- Historically this clinic had two physicians, a third physician was added in 2012 to try and address the waits.
- The Head of Neurology is actively engaged in recruitment of an epileptologist; however, this will take time as recruitment of physicians is a complex process.
- It is acknowledged that there is a need to expand the SIU, together with adequate staffing, to meet the needs of epilepsy patients in the province.
- A business case has been developed to expand the SIU and establish a provincial epilepsy program (that includes transitional care).
- At present, the SIU will be open during the weeks that epileptologists are on and otherwise, service will be restricted to their clinics and to daytime EEG. This arrangement will be in place until January 2016 at a minimum.

SUGGESTED MLA RESPONSE

- Thank you for taking the time to bring to my attention your concerns about your wait to be seen at the Epilepsy Investigation Unit.
- I want to assure you that the Ministry of Health and the health authorities are aware that wait times can sometimes be lengthy to access specialized services, and they are working hard to resolve the problem.
- Specifically with regard to the Epilepsy Investigation Unit, I can advise that it is acknowledged that there is a need to expand the Unit to meet the needs of epilepsy patients in the province.
- Adequate staffing is essential to any efforts to expand, which is why the Head of Neurology within the Vancouver General Hospital is actively engaged in recruitment of an additional epileptologist for the Unit. However this will take time as recruitment of physicians is a complex process.
- I realize this does not address your immediate concern; however, I did want you to know that the Ministry and the health authorities are aware of the challenge of wait times, and are working hard to resolve it.

Derek Robertson

Executive Assistant to the Honourable Terry Lake

Minister of Health

Office: (250) 953-3547

Derek.Robertson@gov.bc.ca

From: Bing.MLA, Doug [<mailto:Doug.Bing.MLA@leg.bc.ca>]

Sent: Tuesday, October 13, 2015 4:37 PM

To: Robertson, Derek HLTH:EX

Subject: FW: Unacceptable wait times re Epilepsy Surgery

Hi Derek,

Doug will need to respond to this. Can you shed some light on this issue?

Thanks!

Cheryl Pohlke

Constituency Assistant to

MLA, Dr. Doug Bing

Maple Ridge-Pitt Meadows

604 465-9299

FAX 604 465-9294

From: ^{s.22}

Sent: October 13, 2015 3:52 PM

To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>

Cc: ^{s.22}

Subject: Unacceptable wait times re Epilepsy Surgery

Dr. Bing,

As our MLA, and as a Member of the Standing Committee on Health, we would like to make you aware of our concerns regarding the current wait situation for adult epilepsy surgery in BC.^{s.22}

^{s.22}

optimistic that surgery might be a

s.22

We are now advised that extremely tight budgets, staffing shortages, hospital spaces, O.R. time, etc. are all significant issues and it has been suggested to us by medical staff that seeking care in Alberta would be a better option for us than waiting for care in B.C.

Do you have any comments that will shed light on what your government is doing to address this situation?

Sincerely,

s.22

Tyson, Jo HLTH:EX

From: Docs Processing HLTH:EX
Sent: Thursday, October 22, 2015 2:55 PM
To: Ott, Kim HLTH:EX; HLTH HIBCQC HLTH:EX; Hastings, Bonny HLTH:EX; Mynen, Mieke HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: 1041715 - MLA Marc Dalton re^{s.22} - Care Card and Fraser Health mistakes
Attachments: 20151021Cert&background.pdf

Please confirm if this should be assigned to program staff or if BMO could ask HIBC to look into and advise info.

Thanks so much,

Kathy Simonson
Program Coordinator / DPU / Deputy Minister's Office / Ministry of Health
5-3 1515 Blanshard St, Victoria BC V8W 3C8
Telephone 250 952-0998

kathy.simonson@gov.bc.ca

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From: Robertson, Derek HLTH:EX
Sent: Wednesday, October 21, 2015 3:54 PM
To: Docs Processing HLTH:EX; Andrachuk, Andrea HLTH:EX; Foran, Grace E HLTH:EX
Subject: MLA Marc Dalton res.22 - Care Card and Fraser Health mistakes

Hey Docs,

Can you prepare bullets for MLA Dalton's office to respond?

Thanks,

Derek

From: Geschke, Laurie
Sent: Wednesday, October 21, 2015 2:27 PM
To: Dhanowa, Damon HLTH:EX
Subject: Care Card and Fraser Health mistakes

Hi, Damon

I am attaching the Certificate of Authority, a copy of the front and back of the Constituent's Care Card, and a requisition for an imaging report from June, 2012 as a sample of the mix up happening fo^{s.22}
s.22

There are at least three^{s.22} in the Fraser Health Region.

In the top section of the Requisition form for medical imaging, is^{s.22} correct information (except that it doesn't show her maiden name^{s.22} which she was asked to add by Blue Cross. The middle section is tests that were NOT done on this^{s.22} The bottom section is^{s.22} ; Dr., but he did not order those tests. They may have been ordered by another Dr. at the same clinic, who also has a patient named^{s.22} but one of the local pharmacies told^{s.22} that they have 3^{s.22} on file.

^{s.22} has had her Blue Cross discount given to one of the other^{s.22} and has also almost been sold prescriptions that belong to another of the^{s.22} in the region. Last fall, she went to Ridge Meadows Hospital Emergency with blood clots in her leg and was given the wrong identity bracelet. When she pointed out the nurse's error, the nurse was angry and^{s.22} then had to wait 9 hours for treatment for the clots. She has also been given results of a mammogram that she did not undergo, and her file at the Dr's office contained an ECG that she had not had done either.

Mr. and^{s.22} have tried to sort out this mixup at the Ridge Meadows Hospital but no one will call them back.

Please help straighten out the health and care card records for thi^{s.22}

Kind regards,

Laurie Geschke
Constituency Assistant

Marc Dalton, MLA
Maple Ridge – Mission
(604) 476-4530 or (604) 820-6203

CERTIFICATE OF AUTHORITY TO OBTAIN PERSONAL INFORMATION

To: **Ministry of Health**

From: **Laurie Geschke**

For the purposes of the *Freedom of Information and Protection of Privacy Act*, I certify the following:

1. **Marc Dalton MLA** ("MLA"), in whose office I am employed as a constituency assistant, has been asked by the constituent whose name and address are set out below to assist that constituent in resolving the problem described below;
2. I have explained to the constituent that, in order to assist the constituent, I and the other individuals named below, all of whom are employed in the MLA's office, may need to obtain the constituent's personal information from your ministry;
3. I have explained to the constituent that personal information disclosed to us may be of a sensitive nature; and
4. Personal information you disclose to us is necessary for the purpose of assisting the constituent to resolve the problem described below and will be used only for that purpose.

Name of constituent: ^{s.22}

("constituent")

Constituent's address and contact number ^{s.22}
^{s.22}

The problem for which the constituent has requested the MLA's assistance is **Three** ^{s.22}
^{s.22} **in Fraser Health and records and billing are being mixed up.**

MLA employees covered by this certification: **Carly Fedyshen, Linda Kingsbury, Laurie Geschke and/or Nancy Nagy**

2015-09-22

Maple Ridge Constituency Office

x 

Page 033 to/à Page 035

Withheld pursuant to/removed as

s.22

Tyson, Jo HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Friday, September 25, 2015 10:33 AM
To: Andrachuk, Andrea HLTH:EX; Foran, Grace E HLTH:EX; Stearn, Anne HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: 1040555 - (ASAP) MLA Bing re: s.22
Attachments: 20150925100416.pdf

Hey Andrea,

Can we get a response to this one ASAP?

Thanks,

Derek

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Friday, September 25, 2015 10:10 AM
To: Robertson, Derek HLTH:EX s.22
Subject: FW: Certificate of Author

Hi Derek,

This is an urgent matter, as this gentleman claims to be suicidal. He is calling me back and, if he does, at that time I will refer him to local outreach services, so he gets immediate support. He was not up to that the first time he called.

The certificate explains the situation he is in, which unfortunately is one that repeats itself within our office.

Thank you.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]
Sent: September 25, 2015 10:04 AM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Certificate of Author- s.22

CERTIFICATE OF AUTHORITY TO OBTAIN PERSONAL INFORMATION

To: *Min of Health*

From: *Cheryl Ashlie*

For the purposes of the *Freedom of Information and Protection of Privacy Act*, I certify the following:

1. **Doug Bing** ("MLA"), in whose office I am employed as a constituency assistant, has been asked by the constituent whose name and address are set out below to assist that constituent in resolving the problem described below;
2. I have explained to the constituent that, in order to assist the constituent, I and the other individuals named below, all of whom are employed in the MLA's office, may need to obtain the constituent's personal information from your ministry;
3. I have explained to the constituent that personal information disclosed to us may be of a sensitive nature; and
4. Personal information you disclose to us is necessary for the purpose of assisting the constituent to resolve the problem described below and will be used only for that purpose.

Name of constituent: ^{s.22} _____ ("constituent")

Constituent's address and contact number: ^{s.22}
s.22

The problem for which the constituent has requested the MLA's assistance is ^{s.22} **is awaiting another hip surgery that will hopefully alleviate pain that he has been suffering since his accident** ^{s.22}

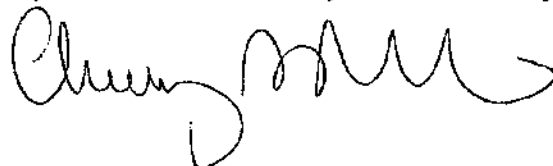
s.22

s.22

He is suicidal, due to pain. Is there anyway that he can be linked up with the pain management clinic in Surrey immediately. I am trying to find him a doctor who will take him locally, but I have been through this four times now and due to the Oxy, no one will take him.

MLA employees covered by this certification: **Cheryl Ashlie and Gay Conn**

September 25th, 2015



Tyson, Jo HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Monday, September 21, 2015 5:01 PM
To: Docs Processing HLTH:EX
Cc: Andrachuk, Andrea HLTH:EX
Subject: 1040393 - MLA Doug Bing re^{s.22} MRI Referral
Attachments: 20150917162509.pdf

Hey Docs,

I am believe I know the answer to this, but wanted to check. I believe the answer, in the case that her doctor and specialist refuse to recommend her for an MRI, she can take this to the PQCO for review. Secondly, she could go private to have the MRI done at her expense.

Please advise.

Thanks,

Derek

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, September 17, 2015 4:53 PM
To: Robertson, Derek HLTH:EX
Subject: FW: Certificate of Author-^{s.22}

Hi Derek,

I have yet to have the pleasure of sending you work. ☺ Hope you are settled in and enjoying your new post. Our office really appreciates the volume of MLA requests you deal with and the subsequent work on your part to find us the answers we need, so thank you in advance for the support I know we will receive from you.

In regards to this particular citizen, I am pretty sure I know the two answers that will be provided—doctor privilege and option of private MRI. However, I am doing due diligence on behalf of the constituent. Please refer to the certificate for the details and question.

Thanks!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]
Sent: September 17, 2015 4:25 PM
To: Ashlie, Cheryl
Subject: Certificate of Author-^{s.22}

CERTIFICATE OF AUTHORITY TO OBTAIN PERSONAL INFORMATION

To: *Min of Health*

From: *Cheryl Ashlie*

For the purposes of the *Freedom of Information and Protection of Privacy Act*, I certify the following:

1. **Doug Bing** ("MLA"), in whose office I am employed as a constituency assistant, has been asked by the constituent whose name and address are set out below to assist that constituent in resolving the problem described below;
2. I have explained to the constituent that, in order to assist the constituent, I and the other individuals named below, all of whom are employed in the MLA's office, may need to obtain the constituent's personal information from your ministry;
3. I have explained to the constituent that personal information disclosed to us may be of a sensitive nature; and
4. Personal information you disclose to us is necessary for the purpose of assisting the constituent to resolve the problem described below and will be used only for that purpose.

Name of constituent: ^{s.22} _ ("constituent")

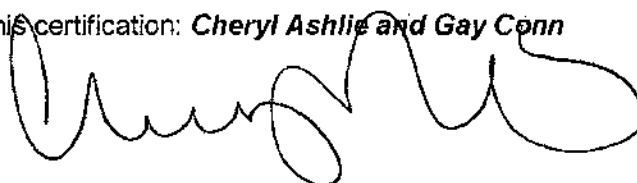
Constituent's address and contact number: ^{s.22}
^{s.22}

The problem for which the constituent has requested the MLA's assistance is ^{s.22} _ ***I was recently diagnosed with Rheumatoid Arthritis. She has researched best practice on the treatment plan and has come to understand that she is most likely dealing with secondary illnesses. She would like her doctor to refer her for an MRI, but he will not, nor will the specialist. She would like to know her rights, as far as ensuring all of her symptoms are addressed without the heavy course of drugs that the doctors are opting for. She feels that if her concerns about other issues is proven out with the MRI, she will not be on the cycle of more and more drugs for the original diagnosis. Basically, she wants to know if she can insist on an MRI?***

MLA employees covered by this certification: ***Cheryl Ashlie and Gay Conn***

September 17th, 2015

Maple Ridge-Pitt Meadows



Tyson, Jo HLTH:EX

From: O'Brien, Kellie HLTH:EX
Sent: Wednesday, August 5, 2015 8:46 AM
To: Docs Processing HLTH:EX
Subject: 1038304 - MLA Marc Dalton re^{s.22} - Funding for Glucose Monitor
Attachments: 20150731153635.pdf

Categories: Alex

RUSH - MLA bullets to MO, please.

Can we see if this is something that can be covered - if so, can we please provide details.

Thx

Kellie O'Brien
Executive Assistant to the Hon. Terry Lake Minister of Health, Province of B.C.
D: 250-953-3547
E: Kellie.O'Brien@gov.bc.ca

-----Original Message-----

From: Duyns, Mark [<mailto:Mark.Duyns@leg.bc.ca>]
Sent: Friday, July 31, 2015 3:50 PM
To: O'Brien, Kellie HLTH:EX; Dhanowa, Damon HLTH:EX
Cc: Parkinson, Sharen LASS:EX
Subject: FW: Dexcom Continuous Glucose Monitoring System | Animas

Hello Kellie and Damon,

We have recently heard from our constituent,^{s.22} with regard to his^{s.22} grandson^{s.22}

^{s.22} is a Type 1 Diabetic patient and he is in need of a Glucose Monitor. The cost of this monitor is a significant burden for this young family and they would like to know if there is any funding assistance/coverage available from the Provincial Government or HIBC/MSP.

A summary email is included below and a quote from the supplier is also attached here for your reference.

Could you please ask staff to look into this concern and provide us with any available information ?

Thanks for your help, Mark.

Mark Duyns,
Constituency Assistant

Marc Dalton, MLA
Maple Ridge – Mission
(604) 476-4530 or (604) 820-6203

-----Original Message-----

From: s.22 [mailto:s.22]

Sent: July 29, 2015 1:51 PM

To: Duyns, Mark <Mark.Duyns@leg.bc.ca>

Subject: Dexcom Continuous Glucose Monitoring System | Animas

Hi Mark,

I was just in speaking with you on behalf of my Grandson, who suffers from Type I diabetes, with a request for funding to cover this Glucose monitor along with replacement sensors which on their own cost about \$340 per month.

To recap, s.22 At that time they were s.22 and he was rushed to Prince George Hospital to be stabilized. Living in the north has it's challenges as they had to make trips to Children's Hospital in Vancouver every 3 months for support. s.22 and s.2 had to be rushed to Prince George hospital by ambulance because of extremely low reading.

This just tears away at our heart strings to see this little guy being poked many times a day to test his insulin levels. This is why the glucose monitor has been developed as it will assist by sending an alarm to Mum that his levels are going high or low. Adding to that it will assist especially at night and when he goes to school in September.

I hope this helps explain s.22 situation, regards s.22

<http://www.animas.ca/dexcom>

CERTIFICATE OF AUTHORITY TO OBTAIN PERSONAL INFORMATION

To: **Ministry of Health**

From: *Mark Duyns.*

For the purposes of the *Freedom of Information and Protection of Privacy Act*, I certify the following:

1. **Marc Dalton** ("MLA"), in whose office I am employed as a constituency assistant, has been asked by the constituent whose name and address are set out below to assist that constituent in resolving the problem described below;
2. I have explained to the constituent that, in order to assist the constituent, I and the other individuals named below, all of whom are employed in the MLA's office, may need to obtain the constituent's personal information from your ministry;
3. I have explained to the constituent that personal information disclosed to us may be of a sensitive nature; and
4. Personal information you disclose to us is necessary for the purpose of assisting the constituent to resolve the problem described below and will be used only for that purpose.

Name of constituent: ^{s.22}

("constituent")


Constituent's address and contact number: ^{s.22}
^{s.22}

The problem for which the constituent has requested the MLA's assistance is ^{s.22} **is**
very concerned about the cost and it's burden on his daughter, ^{s.22} **and her**
son, ^{s.22} **of his Glucose Monitor. Please see the attached info.**

MLA employees covered by this certification: **Mark Duyns & Sharen Parkinson.**

July 31, 2015.

Maple Ridge - Mission.

x 
Mark Duyns

Page 043

Withheld pursuant to/removed as

s.22

Tyson, Jo HLTH:EX

From: Docs Processing HLTH:EX
Sent: Tuesday, August 4, 2015 8:32 AM
To: Lumb, Caroline HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: 1038237 - MLA Doug Bing re^{s.22} Assistance - Eligibility for Premium
Attachments: 20150730114136.pdf

Thx,
K

From: Lumb, Caroline HLTH:EX
Sent: Tuesday, August 4, 2015 8:31 AM
To: Docs Processing HLTH:EX
Subject: RE: MLA Doug Bing re^{s.22} Eligibility for Premium Assistance

Please assign to MBPSD. Sorry for the delay.

Thanks,

Caroline Lumb

Data Integrity Clerk
Assistant Deputy Minister's Office
Medical Beneficiary and Pharmaceutical Services
Ministry of Health
Phone: (250)-952-1970
email: Caroline.Lumb@gov.bc.ca

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From: Docs Processing HLTH:EX
Sent: Tuesday, August 4, 2015 8:20 AM
To: Lumb, Caroline HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: MLA Doug Bing re^{s.22} - Eligibility for Premium Assistance
Importance: High

Further to my email from Friday, please advise if I should assign to MBPSD, or if this should be redirected.

Thanks so much,

Kathy Simonson
Program Coordinator / DPU / Deputy Minister's Office / Ministry of Health
5-3 1515 Blanshard St, Victoria BC V8W 3C8
Telephone 250 952-0998

kathy.simonson@gov.bc.ca

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From: Docs Processing HLTH:EX
Sent: Friday, July 31, 2015 8:07 AM
To: Lumb, Caroline HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: MLA Doug Bing res.22 - Eligibility for Premium Assistance

Please confirm asap if MBPSD can address this issue or if this needs to be redirected to RSBC.

Thanks so much,

Kathy Simonson
Program Coordinator / DPU / Deputy Minister's Office / Ministry of Health
5-3 1515 Blanshard St, Victoria BC V8W 3C8
Telephone 250 952-0998

kathy.simonson@gov.bc.ca

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From: O'Brien, Kellie HLTH:EX
Sent: Thursday, July 30, 2015 4:30 PM
To: Docs Processing HLTH:EX
Subject: s.22 Consent

MLA bullets to MO.

Kellie

Kellie O'Brien
Executive Assistant to the
Honourable Terry Lake
Minister of Health, Province of BC
C: 250-896-0685

Sent from my iPhone

Begin forwarded message:

From: "Harper, Katie FIN:EX" <Katie.Harper@gov.bc.ca>
Date: July 30, 2015 at 2:56:38 PM PDT
To: "O'Brien, Kellie HLTH:EX" <Kellie.O'Brien@gov.bc.ca>
Subject: FW: Cert of Authors.s.22

Before I flip this to staff – are we involved at all in anything MSP related? Or should it go directly to you guys?

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, July 30, 2015 11:45 AM
To: Moy, Greg W FIN:EX; Harper, Katie FIN:EX
Subject: FW: Cert of Author^{s.22}

Hi Greg and Katie,

I hope I am sending this to the correct office. This involves a MSP dispute, whereby the combined income for this senior couple is under 20,000 per year and yet they have been charged \$130 per month for MSP coverage. I put the whole story in the certificate, but I will not send the other documents until you confirm if it is you that I should be asking for assistance.

Am I on the right track?

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]
Sent: July 30, 2015 11:42 AM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Cert of Author^{s.22}

CERTIFICATE OF AUTHORITY TO OBTAIN PERSONAL INFORMATION

To: *Min of Finance*

From: *Cheryl Ashlie*

For the purposes of the *Freedom of Information and Protection of Privacy Act*, I certify the following:

1. **Doug Bing** ("MLA"), in whose office I am employed as a constituency assistant, has been asked by the constituent whose name and address are set out below to assist that constituent in resolving the problem described below;
2. I have explained to the constituent that, in order to assist the constituent, I and the other individuals named below, all of whom are employed in the MLA's office, may need to obtain the constituent's personal information from your ministry;
3. I have explained to the constituent that personal information disclosed to us may be of a sensitive nature; and
4. Personal information you disclose to us is necessary for the purpose of assisting the constituent to resolve the problem described below and will be used only for that purpose.

Name of constituent: ^{s.22} ("constituent")

Constituent's address and contact number: ^{s.22}

The problem for which the constituent has requested the MLA's assistance is ^{s.22}
^{s.22} ***which means they should not be paying MSP. However, to date, they have been charged \$130.50 per month. They went to their MP office two years ago to have this dealt with, as their english is poor and they had dealt with Janice at that office before. Now she wants us to deal with it, as the contact at the Revenue Services, Christopher Green, has not been able to get anyone to acknowledge they have been over charged and they were advised to go the Ombudsperson, which they did. They are in the queue with that office, but is this not a simple information err that should be able to be cleared up. I will send all of the documents that I was sent from the MP office.***

MLA employees covered by this certification: *Cheryl Ashlie and Gay Conn*

July 30th, 2015

Maple Ridge-Pitt Meadows



Tyson, Jo HLTH:EX

From: O'Brien, Kellie HLTH:EX
Sent: Thursday, July 30, 2015 3:40 PM
To: Docs Processing HLTH:EX
Subject: 1038188 - MLA Doug Bing re:s.22 Wait for Skin Cancer Surgery
Attachments: 20150730152954.pdf

Docs,

Can we please look into this one.

Thanks!

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake

Minister of Health, Province of B.C.

D: 250-953-3547

E: Kellie.Obrien@gov.bc.ca

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]

Sent: Thursday, July 30, 2015 3:32 PM

To: O'Brien, Kellie HLTH:EX

Subject: FW: Cert of Author-s.22

Hi Kellie,

This one may require some research. The woman said it is not imperative to have the answer right away, as she had the surgery, but it has sat in our office for a while, due to her saying we can follow up when we have time. I am hoping your workload is a little lighter??? ☺

Thanks

Cheryl Ashlie

Constituency Assistant to

MLA, Dr. Doug Bing

Maple Ridge-Pitt Meadows

604 465-9299

FAX 604 465-9294

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]

Sent: July 30, 2015 3:30 PM

To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>

Subject: Cert of Author-s.22

CERTIFICATE OF AUTHORITY TO OBTAIN PERSONAL INFORMATION

To: *Min of Health*

From: *Cheryl Ashlie*

For the purposes of the *Freedom of Information and Protection of Privacy Act*, I certify the following:

1. **Doug Bing** ("MLA"), in whose office I am employed as a constituency assistant, has been asked by the constituent whose name and address are set out below to assist that constituent in resolving the problem described below;
2. I have explained to the constituent that, in order to assist the constituent, I and the other individuals named below, all of whom are employed in the MLA's office, may need to obtain the constituent's personal information from your ministry;
3. I have explained to the constituent that personal information disclosed to us may be of a sensitive nature; and
4. Personal information you disclose to us is necessary for the purpose of assisting the constituent to resolve the problem described below and will be used only for that purpose.

Name of constituent: ^{s.22} ("constituent")

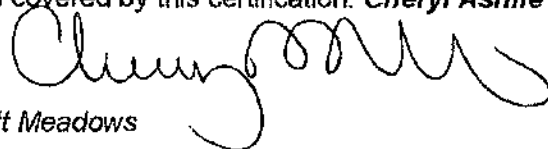
Constituent's address and contact number: ^{s.22}

The problem for which the constituent has requested the MLA's assistance is ^{s.22} **had skin cancer** ^{s.22} **and had to wait over a year for a specific surgical procedure--** ^{s.22} **She was told by the surgeon that due to regulations there is limited access to this advanced surgery. She contacted us to find out why this is the case and what is the issue with this. Her surgery was pretty extensive, so I understand her concern with having to wait a year with cancer** ^{s.22} **Can clarification be offered as to why this would be limited to the point of a year wait for cancer treatment?**

MLA employees covered by this certification: *Cheryl Ashlie and Gay Conn*

July 30th, 2015

Maple Ridge-Pitt Meadows



Tyson, Jo HLTH:EX

From: O'Brien, Kellie HLTH:EX
Sent: Friday, July 10, 2015 5:32 PM
To: Docs Processing HLTH:EX
Subject: 1037318 - MLA Doug Bing res.22 retrieval of Medical Records for PWD
Attachments: 20150710164017.pdf; ATT00001.htm

CERTIFICATE OF AUTHORITY TO OBTAIN PERSONAL INFORMATION

To: *Min of Health*

From: *Cheryl Ashlie*

For the purposes of the *Freedom of Information and Protection of Privacy Act*, I certify the following:

1. **Doug Bing** ("MLA"), in whose office I am employed as a constituency assistant, has been asked by the constituent whose name and address are set out below to assist that constituent in resolving the problem described below;
2. I have explained to the constituent that, in order to assist the constituent, I and the other individuals named below, all of whom are employed in the MLA's office, may need to obtain the constituent's personal information from your ministry;
3. I have explained to the constituent that personal information disclosed to us may be of a sensitive nature; and
4. Personal information you disclose to us is necessary for the purpose of assisting the constituent to resolve the problem described below and will be used only for that purpose.

Name of constituent: ^{s.22}

("constituent")

Constituent's address and contact number: ^{s.22}
s.22

The problem for which the constituent has requested the MLA's assistance is ^{s.22} **has been living in BC for a year and trying to get classified as PWD, which he had in his home province of Ontario. He requires his doctor's records from that province, but she is no longer practicing. His records are in an archive in Ontario. All of the information is contained in the original email that was sent to Min of Health. The request is to try and expedite the retrieval of the documents so he can gain income as PWD.**

MLA employees covered by this certification: **Cheryl Ashlie and Gay Conn**

July 10.2015

Maple Ridge Pitt Meadows



MLA bullets to MO

Kellie O'Brien
Executive Assistant to the
Honourable Terry Lake
Minister of Health, Province of BC
C: 250-896-0685

Sent from my iPhone

Begin forwarded message:

From: "Ashlie, Cheryl LASS:EX" <Cheryl.Ashlie@leg.bc.ca>
Date: July 10, 2015 at 1:45:47 PM PDT
To: "Blake, Kristen SDSI:EX" <Kristen.Blake@gov.bc.ca>, "O'Brien, Kellie HLTH:EX" <Kellie.O'Brien@gov.bc.ca>
Subject: FW: s.22

Sorry to be picking on both of you? If this can be done, I will send the certificate to who would be able to assist with this gentleman getting his documentation from Ontario asap.

He has been in the process of trying to get his PWD designation set up in BC, which he did have while living in Ontario, but without his original documentation from his Ontario doctor, he can't seem to move forward. It is explained further below.

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Lamothe, Steven P SDSI:EX [<mailto:Steven.Lamothe@gov.bc.ca>]
Sent: July 10, 2015 1:41 PM
To: Ashlie, Cheryl
Subject: RE: s.22

That'll be above my grid. LOL

Not sure if it would be the Ministry of Health?

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Friday, July 10, 2015 1:40 PM
To: Lamothe, Steven P SDSI:EX
Subject: s.22

Hi Steven,

s.22

moved to the province with the designation of PWD from Ontario and started the

process to be classified as a PWD here. I spoke with you about him before, as he was concerned his application process was taking so long and he needed funds. At that time you said he had not provided the forms that were needed, which he was told to get.

He needed his doctors records transferred, but the doctor he used in Ontario no longer is practicing and all the records are in the archives with the Disability Adjudication Unit in Ontario. He has requested them via fax on June 10 and 23 as they said they did not get the first fax sent on the 10th. He has been informed that the time it will take them to retrieve his records will cause his application in BC to lapse and that he will then have to wait another year.

Are you able to contact colleagues in Ontario, or should I ask the ministry to see if they can expedite the transfer of information? The contact information his PWD ID number from Ontario is below.

Disability Adjudication Unit in Toronto and the ID number is ^{s.22} and the number that he calls is 1 416 326-5079.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Tyson, Jo HLTH:EX

From: O'Brien, Kellie HLTH:EX
Sent: Thursday, July 9, 2015 2:55 PM
To: Docs Processing HLTH:EX
Subject: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times

Categories: Alex

MLA bullets to MO

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of BC
D: 250-953-3547
E: Kellie.Obrien@gov.bc.ca

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, July 9, 2015 1:34 PM
To: O'Brien, Kellie HLTH:EX
Subject: FW: questions regarding ambulance times

Hi Kellie,

I thought that the questions below would be something the research group looked at—trying to prevent expanding your workload—but it appears they want me to send them to you. ☺ Can you assist with the answers to the questions below for Doug?

Thanks you.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: July 9, 2015 12:31 PM
To: Weisner, Dion
Subject: questions regarding ambulance times

Hi Dion,

I believe I have not had the pleasure of reaching out to you for research assistance before, so I hope that this request is in line with what your services are set up for. Doug has been approached by a couple of citizens who have had less than satisfactory outcomes with their wait times for ambulance service. One gentleman had to wait with his wife, who suffered a massive stroke due to her primary medical condition (cancer), for 30 minutes. Fire arrived within 7 minutes, but they could not assist with the transport. He was informed by the paramedic that they had to come from Delta, as nothing in Maple Ridge and Pitt Meadows, or closer, was available. The other gentleman had to wait in agonizing pain

for 9 minutes, as he suffered a pancreatic attack. He recognizes his case is not as bad, but through sharing his experience with other people, he is finding that many people have similar stories.

Both men want to have wait times for ambulance service shortened and want to achieve a greater degree of service for our community overall and want Doug to support their initiative. The one gentleman has been approached to go to the opposition, but he feels that the government, if understanding the facts, would address the issue.

Doug would like the following information:

What is our regions wait times and % of times that the target is met?

What is the overall provincial goal with paramedic response and service model?

Are there conversations regarding utilizing the fire departments at the paramedic level, via provincial funding model?

Understanding there was a pilot project in Prince George and Delta is also looking at it.

Are there conversations with UBCM in regards to this topic?

Is there anything else that you believe would be useful to this issue?

Thanks, Dion. Please feel free to call me, if you need further clarification.

Cheryl Ashlie

Constituency Assistant to

MLA, Dr. Doug Bing

Maple Ridge-Pitt Meadows

604 465-9299

FAX 604 465-9294

Tyson, Jo HLTH:EX

From: Minister, HLTH HLTH:EX
Sent: Monday, June 22, 2015 3:50 PM
To: Docs Processing HLTH:EX
Subject: 1036320 - MLA Marc Dalton re^{s.22} - Coverage of New Cancer Treatment -
Parp Inhibitor
Attachments: 20150622140200.pdf

Hi Kathy and Alex: Damon's instructions for this one: I think reply direct will be faster, can't someone just call her and provide summary to MO?

No min sig just reply direct/phone call response and report back. Over to you! Cheers, V.

Thanks!

Valentina Cambiazo
Issues Assessment and Liaison Analyst
Correspondence and Documents Management
Ministry of Health
PO Box 9639 STN PROV GOVT
Victoria, BC V8W 9P1 Tel: (250) 952-2264

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From: Duyns, Mark [<mailto:Mark.Duyns@leg.bc.ca>]
Sent: Monday, June 22, 2015 2:23 PM
To: Minister, HLTH HLTH:EX
Cc: Bing, MLA, Doug LASS:EX; O'Brien, Kellie HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: constituent concern, ^{s.22}

Dear Minister Lake,

On behalf of a local residents^{s.22} we forward you the attached letter, that she hand delivered to our office today.

As you will read in her letter, ^{s.22} is cancer patient and she is advocating for coverage of a new treatment called "parp inhibitor" and requesting our assistance to help make this approval happen.

While ^{s.22} is officially a 'neighbour' constituent of ours, she lives in Dr. Doug Bing's constituency, we are anxious to share her concerns with your office in order to provide the quickest response possible.

^{s.22} provided the following contact information to us, her home address is ^{s.22}
^{s.22} and her cell phone number is ^{s.22}

Please let us know if you need any other information before responding.

Thank you in advance for your assistance.

Regards, Mark.

Mark Duyns,
Constituency Assistant

Marc Dalton, MLA

Maple Ridge – Mission

(604) 476-4530 or (604) 820-6203

June 15, 2015

Mr. Marc Dalton
MLA Maple Ridge
Government Office
23015 Dewdney Trunk Road #102
Maple Ridge BC V2X 3L1

Dear Mr. Dalton,

I am writing to you with a request for your urgent assistance regarding a potential cancer treatment using a drug called "parp inhibitor". The "parp inhibitor" drug is presently available in the USA for patients such as myself who have had more than four "lines" (treatments) of chemotherapy. I am requesting your intervention in order to facilitate the use and cost of obtaining this treatment.

The "parp inhibitor" trial has been completed in Canada but has not yet been approved. It is approved in the United States and Europe and has had great success. It targets DNA repair defect in the BRCA mutant genes. My oncologist has attempted to enroll me in the trials, but due to the number of chemotherapy treatments I have had, I have not been a qualified candidate.

s.22

s.22

The team of oncologists at the Vancouver Cancer Agency believe that I would be a good candidate for the "parp inhibitor" therapy.

The "parp inhibitor" is a drug taken orally with very few side effects. In comparison the chemotherapy has numerous negative side effects and is costly in terms of the treatments, drugs, hospital time and the disposal of the various toxic paraphernalia required to administer the treatments. The "parp inhibitor" while costly, eliminates the aforementioned expenses and is a better option for treatment, especially in view of all the past therapies which I have experienced and the potential ineffectiveness of additional chemotherapy treatments.

I will also mention that s.22
s.22

s.22 I also have^{s.22} which gives me reason to advocate the use of the "parp inhibitor" in Canada as soon as possible.

I would ask for your immediate attention to this matter and advise that my doctors are willing to answer any questions you may have about the drug or my cancer. Thank you for your prompt attention to this.

I might add that this could potentially mean a life or death decision for me.

Yours sincerely,
s.22

CC:

Health Canada
The Honourable Rona Ambrose, P.C., M.P.
Health Canada
Brooke Claxton Building, Tunney's Pasture
Postal Locator: 0906C
Ottawa, Ontario K1A 0K9

Media Relations Unit
Communications and Public Affairs Branch
Brooke Claxton Building
70 Colombine Driveway, Tunney's Pasture
Ottawa, Ontario K1A 0K9

Special Access Programme
Therapeutic Products Directorate
2nd Floor, Holland Cross, Tower A
Address Locator: 3002C
Ottawa, Ontario K1A 0K9

Dr. Paul Hoskins, Oncologist
600 10th Ave W
Vancouver, BC V5Z 4E6

Dr. Dianne Miller, Oncologist, Head of Gynecologic Oncology, and Co-Founder of Ovarian Cancer Research
(OvCaRe) Program, BC Cancer Agency
600 10th Ave W
Vancouver, BC V5Z 4E6

Dr. Jessica McAlpine, Oncologist; Director, OVCARE Gynecologic Tissue Bank
600 10th Ave W
Vancouver, BC V5Z 4E6

Tracy Kolwich, Regional Director
C/O Ovarian Cancer Canada
330-470 Granville St
Vancouver, BC V6C 1V5

Tyson, Jo HLTH:EX

From: O'Brien, Kellie HLTH:EX
Sent: Monday, June 8, 2015 9:52 AM
To: Docs Processing HLTH:EX s.22
Subject: 1035562 - RUSH MLA Doug Bing re 1008252 - Letter from PCQR Board x ref
Attachments: 20150528155400.pdf

Hi,

MLA bullets to MO, rush please.

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of BC
D: 250-953-3547
C: 250-896-0685

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, May 28, 2015 4:00 PM
To: O'Brien, Kellie HLTH:EX
Subject: FW: Letter from PCQR Board

Hi Kellie,

s.22 has been dealing with a complaint that she lodged with the PCQO in August of 2013 and it took them until April of this year to get her a response. This is well outside of their posted response time. It is a very long story and she is very frustrated, as she has now gone to the review board with her complaint and received a letter stating that it will take 120 business days. That will put it over the three year mark, from the time of the actual incident.

Is there any way that this can be expedited?

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]
Sent: May 28, 2015 3:54 PM
To: Ashlie, Cheryl
Subject: Letter from PCQR Board

Telus

From: Patient Care Quality Review Board HLTH:EX
<contact@patientcarequalityreviewboard.ca>
Sent: Wednesday, May 20, 2015 1:01 PM
To: s.22
Subject: Cliff-3992 s.22

File
No. s.22

May 20, 2015

s.22

Dear s.22 :

Re: s.22 - Request for Review

The Patient Care Quality Review Board (the Board) has received your request for a review of your complaint filed with the Fraser Health Patient Care Quality Office.

The Board will proceed with a review pursuant to Section 13 of the *Patient Care Quality Review Board Act* on the following matter:

Complaint about being burned by the imaging equipment on September 10, 2012 at the Abbotsford Regional Hospital Medical Imaging Department.

The Board will consider any information and records available to the Board in respect to the matter under review and may request additional information and records from the health authority or its contracting agencies.

The Boards are in place to provide a transparent and responsive oversight of care quality complaints originating from BC health authorities. The Board has no authority to order compensation. The Board's role is to review and recommend upon care quality issues and since they do not adjudicate, they do not comment on requests for financial compensation. If you have any questions or decide that you do not wish the Board to proceed with a review under these circumstances please contact our office.

The Board has 120 business days in which to complete its review. You will be updated on the progress of the review and may contact this office at any time if you wish to provide additional information or have any questions about the review process.

Sincerely,

Vijay Hundle
Intake Officer
Patient Care Quality Review Boards
PO Box 9643
Victoria BC V8W 9P1
contact@patientcarequalityreviewboard.ca

Tyson, Jo HLTH:EX

From: Docs Processing HLTH:EX
Sent: Monday, June 8, 2015 2:06 PM
To: Grieve, Darlene E HLTH:EX; Sali, Neela HLTH:EX; Murray, Heather HLTH:EX; McClymont, Brenda HLTH:EX; Lumb, Caroline HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: 1035576 - MLA Marc Dalton re Info on Funding for IVF and Insulin Pumps for over 25 yr olds
Attachments: 20150604131213.pdf
Categories: Pending

Which division will take the lead on this request? Pls confirm asap and I will assign formally.

Thanks so much,

Kathy Simonson
Program Coordinator / DPU / Deputy Minister's Office / Ministry of Health
5-3 1515 Blanshard St, Victoria BC V8W 3C8
Telephone 250 952-0998

kathy.simonson@gov.bc.ca

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From: O'Brien, Kellie HLTH:EX
Sent: Monday, June 8, 2015 11:17 AM
To: Docs Processing HLTH:EX
Subject: FW: RicohScan

MLA bullets to MO.

Kellie

Kellie O'Brien
Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of BC
D: 250-953-3547
C: 250-896-0685

From: Parkinson, Sharen [<mailto:Sharen.Parkinson@leg.bc.ca>]
Sent: Thursday, June 4, 2015 1:27 PM
To: O'Brien, Kellie HLTH:EX
Subject: FW: RicohScan

Kellie: MLA Marc Dalton has asked for information regarding the attached requests from our constituent^{s.22}
He would like specifically to know if there is a possibility the funding may be increased for IVF or insulin pumps for over 25 years. Thanks for any information you may be able to provide us.

Regards,

Sharen Parkinson
Constituency Assistant to
Marc Dalton, MLA
Maple Ridge-Mission

604-476-4530

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]

Sent: June 4, 2015 1:12 PM

To: Parkinson, Sharen

Subject: RicohScan

Parkinson, Sharen

From: Dalton.MLA, Marc
Sent: April 29, 2015 2:53 PM
To: Parkinson, Sharen
Subject: FW: IVF Coverage in BC ~ Please Read

Hello Sharen,

This constituent has asked for a meeting with Marc ... and I have explained that she can see one of us sooner, than waiting to fit into Marc's busy schedule. She has asked for an appointment at 2pm on Thursday, April 30 in the Maple Ridge constituency office.

Her original email went to the Premier, the Health Minister and her MLA, Marc. Somehow, we don't seem to have it?

She heard from the Premier's office today and they advised her that she should see her local MLA.

Hopefully, you are able to take her concern and look into it for her.

Thanks, Mark.

From: Candice Jones [mailto:s.22]
Sent: April 29, 2015 1:05 PM
To: Dalton.MLA, Marc; mark.duyns.mla@leg.bc.ca; sharen.parkinson.mla@leg.bc.ca
Subject: Fwd: IVF Coverage in BC ~ Please Read

Hello Mr. Duyns,

It was great chatting with you today. I look forward to meeting you or Sharen tomorrow at 2pm. Please let me know that you've received my below email. Thanks!

s.22

Begin forwarded message:

From: s.22
Subject: IVF Coverage in BC ~ Please Read
Date: April 28, 2015 at 12:59:47 AM PDT
To: premier@gov.bc.ca
Cc: hlth.minister@gov.bc.ca, MCF.Minister@gov.bc.ca

Dear Honourable Christy Clark,

- possible?
- ① IVF funding increase/prospect? re: attached
 - ② insulin pump funding for adults over 25 ... possible?

PLEASE SEND OFF TO
MINISTRY ON BEHALF
OF MLA DALTON.

My name is ^{s.22} and I am writing about getting BC on the path to cover In-Vitro Fertilization (IVF) for couples experiencing infertility. Please continue reading, as my story is a very personal one, but one that has made me passionate about helping to make a change in our amazing province.

The word infertility is defined as "a disease of the reproductive system defined by the failure to achieve a clinical pregnancy after 12 months or more of regular unprotected sexual intercourse." Currently, Quebec and Ontario cover IVF for those affected by this disease. We love our province but I think, since we all live in the same country, we should all be treated fairly with the same human rights.

s.22

Let's talk about a few other things that the government currently gives assistance for:

- • Drug addicts have funding when it comes to housing, rehabilitation, counselling, in-site, etc.
- •
- • Smokers are able to get free nicotine replacement therapy and other medication to help them quit. There are telephone help lines & peer support as well.
- •
- • Abortions are legal and covered in BC (so the province will help us to get rid of babies, but not help us to have them?)
- •
- • Low-income families, welfare / housing.
- •
- • Tax breaks for people with dependents (children)

No couple ever thinks it will happen to them. You think you have your life planned out but then something like this happens and it gets turned upside down. Most people going through this suffer in silence and feel very alone. There is a stigma around infertility that we shouldn't talk about it. But we need to break the silence because this is a DISEASE. We can't continue as a province to avoid this issue. We live in such a wonderful place, that change should start here. We shouldn't wait to be the last province to give a basic human right to our citizens. We need to act now.

As quoted in the Vancouver 24h paper:

Copyright

Copyright

Thank you so much for taking the time to read this. I really hope that as a strong and amazing woman like yourself, you will stand up for all the women struggling with infertility. Please help us.

Sincerely,

s.22

Page 068

Withheld pursuant to/removed as

Copyright

PERSONAL FINANCE

TRENDING
Copyright

Apple | Bank of Canada | China | Oil | Tax Season | Housing Market

Page 070

Withheld pursuant to/removed as

s.3

Tyson, Jo HLTH:EX

1035590

From: Docs Processing HLTH:EX
Sent: Monday, June 8, 2015 2:15 PM
To: HSD Documents Coordinator HLTH:EX; Casanova, Tamara HLTH:EX
Cc: Docs Processing HLTH:EX
Subject: URGENT - MLA Marc Dalton re Case File - s.22 - We
Care Home Care Service
Attachments: 20150608101109.pdf
Importance: High
Categories: Pending

I will be assigning formally, but wanted to get this to you asap as the MO is requesting someone connect with Fraser Health today.

Thanks so much,

Kathy Simonson
Program Coordinator / DPU / Deputy Minister's Office / Ministry of Health
5-3 1515 Blanshard St, Victoria BC V8W 3C8
Telephone 250 952-0998

kathy.simonson@gov.bc.ca

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From: O'Brien, Kellie HLTH:EX
Sent: Monday, June 8, 2015 1:25 PM
To: Docs Processing HLTH:EX
Subject: FW: RicohScan

RUSH case file.

Can someone please contact FH today to see what the issue is with this gentleman's home care service.

Thanks

Kellie O'Brien
Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of BC
D: 250-953-3547
C: 250-896-0685

From: Parkinson, Sharen [<mailto:Sharen.Parkinson@leg.bc.ca>]
Sent: Monday, June 8, 2015 10:17 AM

To: O'Brien, Kellie HLTH:EX
Subject: FW: RicohScan

Hi Kellie: Attached is the consent form with info. The Case Manager's name is ^{s.22}
Care.

Contract company is We

Thanks Kellie.

Sharen Parkinson
Constituency Assistant to
Marc Dalton, MLA
Maple Ridge-Mission

Phone: 604-476-4530

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]
Sent: June 8, 2015 10:11 AM
To: Parkinson, Sharen
Subject: RicohScan

CERTIFICATE OF AUTHORITY TO OBTAIN PERSONAL INFORMATION

To: **Medical Services - Health Ministry**

From: **Sharen Parkinson**

For the purposes of the *Freedom of Information and Protection of Privacy Act*, I certify the following:

1. **Marc Dalton**, ("MLA"), in whose office I am employed as a constituency assistant, has been asked by the constituent whose name and address are set out below to assist that constituent in resolving the problem described below;
2. I have explained to the constituent that, in order to assist the constituent, I and the other individuals named below, all of whom are employed in the MLA's office, may need to obtain the constituent's personal information from your ministry;
3. I have explained to the constituent that personal information disclosed to us may be of a sensitive nature; and
4. Personal information you disclose to us is necessary for the purpose of assisting the constituent to resolve the problem described below and will be used only for that purpose.

Name of constituent: ^{s.22} ("constituent")

Constituent's address and contact number: ^{s.22}
^{s.22}

The problem for which the constituent has requested the MLA's assistance is ***care over the weekend has been totally unreliable with daughter trying to call all the numbers she has to no avail. Dad has been lying in dirty diaper hours on end.***

MLA employees covered by this certification: **Mark Duyns or Sharen Parkinson**

May 5, 2015

Maple Ridge, BC

Sharen Parkinson **604-476-4530**



Robertson, Derek HLTH:EX

From: Conn, Gay <Gay.Conn@leg.bc.ca>
Sent: Wednesday, January 6, 2016 1:14 PM
To: Robertson, Derek HLTH:EX
Subject: RE: (RESPONSE) 1043236 - MLA Doug Bing re Health Costs for Cataracts

Categories: Follow Up

Thanks Derek.

Gay Conn

Constituency Assistant to
MLA, Dr. Doug Bing
#104 – 20130 Lougheed Highway
Maple Ridge BC V2X 2P7
604 465-9299
www.dougbingmla.ca

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: January 6, 2016 1:08 PM
To: Conn, Gay <Gay.Conn@leg.bc.ca>
Subject: (RESPONSE) 1043236 - MLA Doug Bing re Health Costs for Cataracts

Hey Gay,

I apologise for the delay in getting this to you. Staff have looked into the questions that^{s.22} sent and have come back with the following information for you.

Let me know if there is anything further I can assist you with,

Derek

REQUEST

- MLA Bing received an email from his constituent,^{s.22}, requesting information about MSP coverage policy for cataract lenses.

BACKGROUND

- After reviewing usage data and holding discussions with ophthalmologists, clinical experts and patients, the Province made monofocal lenses the standard of care for cataract surgeries. Previously, patients purchased lenses directly from their surgeons at a range of prices from \$210 to \$500; however, effective April 2012, cataract patients can receive monofocal intraocular lenses free of charge.
- In addition to covering foldable lenses, health authorities offer specialty lenses (Toric lenses), such as bifocals, multifocals or lenses to correct astigmatism, at a standard, reduced price. The price depends on the specific type of lens; however, patients who choose specialty lenses only pay the cost difference between the price of the specialty lenses and the MSP-insured (monofocal) lens.
- For patients who receive MSP-insured cataract surgery using an insured lens, no patient charges are allowed. Current fees cover all consultations, visits and testing, including any assessments required for the implantation of monofocal lenses, and review and discussion of all lens options with the patient.

- For patients who choose specialty lenses, the surgeon is allowed to charge the patient for any extra medical services provided (for example, measuring and positioning of the lens, or patient education).
- Any patient charges for insured services are considered to be extra-billing under the *Medicare Protection Act*.

SUGGESTED MLA RESPONSE

- Thank you for bringing this concern to my attention. I contacted the Ministry of Health and I have been assured that monofocal lenses continue to be provided by health authorities at no cost to the patient and are the standard of care for cataract surgery in this province. These clear lenses do not correct vision but replace the cataract within the eye.
- Specialty lenses, that do correct vision, may be provided as the personal choice of the patient. If a patient chooses vision correcting lenses, they are available on a patient-pay basis, at a standard, reduced price. The price depends on the specific type of lens, and the patient only pays the cost difference between the price of the specialty lenses and the MSP-insured (monofocal) lenses.
- Ophthalmologists are allowed to charge for any extra medical services associated with specialty lenses. This includes testing, measurement and positioning fees, and patient education about the lenses (which can cost \$250 to \$350 depending on the tests required).
- Having said that, should you have any concerns about the charges for medical or surgical services provided by your ophthalmologist, you are encouraged to bring this matter to the attention of the Ministry of Health's Medical Services Branch in writing, supported by detailed receipts. You can write to:
 Administrator - Extra Billing
 Medical Services Branch
 Ministry of Health
 3-1, 1515 Blanshard St.
 Victoria BC V8W 3C8
- I hope this information is helpful. Thank you again for taking the time to bring your concerns to my attention. I appreciate having the opportunity to look into this matter for you.

From: Bing,MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Sent: Monday, November 23, 2015 11:16 AM
To: Dhanowa, Damon HLTH:EX
Subject: FW: helth costss for cateracts

Hi Damon

Can you look into this for me?

Thanks,

Gay Conn

Constituency Assistant to
 MLA, Dr. Doug Bing
 #104 – 20130 Lougheed Highway
 Maple Ridge BC V2X 2P7
 604 465-9299
www.dougbingmla.ca

From: s.22 [mailto:s.22]
Sent: November 21, 2015 8:33 PM

To: Bing, MLA, Doug <Doug.Bing.MLA@leg.bc.ca>

Subject: helth costss for cateracts

Hello

A family member will need cataract surgery and I am hoping for some clarification on policy and costs.

After visiting a specialist my understanding is that the procedure is medically necessary but the patient still needs to pay \$250 to cover tests and other medical costs.

1. If the procedure is necessary why does the patient have to cover these costs?

In regards to the lenses there are three basic sight problems: near sighted, far sighted and astigmatism and apparently the province pays approximately \$400 for a basic lens that will allow near and far sighted people to see clearly at a distance but still need glasses for reading.

However for astigmatism a person needs a lenses that costs around \$1000 to see at a distance while still needing glasses for reading and the province does not contribute.

2. Why would the province not contribute the same approximately \$400 for all citizens?

I await your reply.

Thank you

s.22

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Friday, November 20, 2015 4:29 PM
To: Robertson, Derek HLTH:EX
Subject: FW: ^{s.22}
Attachments: 20151006105030.pdf

Categories: Follow Up

3rd and final piece of correspondence from ^{s.22}

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: November 20, 2015 4:26 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Cc: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: FW: ^{s.22}

-----Original Message-----

From: ricohmfd@leg.bc.ca <ricohmfd@leg.bc.ca>
Sent: October 6, 2015 10:51 AM
To: Conn, Gay <Gay.Conn@leg.bc.ca>
Subject: ^{s.22}

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Friday, November 20, 2015 4:29 PM
To: Robertson, Derek HLTH:EX
Subject: FW: Letter from s.22
Attachments: 20150723110115.pdf

Categories: Follow Up

2nd correspondence from s.22

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: November 20, 2015 4:26 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Cc: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: FW: Letter from s.22

-----Original Message-----

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: July 23, 2015 11:03 AM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: FW: Letter from s.22

Enter in Max

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]
Sent: July 23, 2015 11:01 AM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Letter from s.22

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Wednesday, October 14, 2015 9:37 AM
To: Robertson, Derek HLTH:EX
Subject: RE: Unacceptable wait times re Epilepsy Surgery

Categories: Follow Up

Thanks!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 13, 2015 5:33 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Re: Unacceptable wait times re Epilepsy Surgery

Hey Cheryl,

I will get staff to prepare bullet for MLA Bing to respond.

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Bing, MLA, Doug
Sent: Tuesday, October 13, 2015 4:37 PM
To: Robertson, Derek HLTH:EX
Subject: FW: Unacceptable wait times re Epilepsy Surgery

Hi Derek,

Doug will need to respond to this. Can you shed some light on this issue?

Thanks!

Cheryl Ashlie

Constituency Assistant to

MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: s.22

Sent: October 13, 2015 3:52 PM

To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>

Cc: s.22

Subject: Unacceptable wait times re Epilepsy Surgery

Dr. Bing,

As our MLA, and as a Member of the Standing Committee on Health, we would like to make you aware of our concerns regarding the current wait situation for adult epilepsy surgery in BC. s.22

s.22
s.22 We are now advised that extremely tight budgets, staffing shortages, hospital spaces, O.R. time, etc. are all significant issues and it has been suggested to us by medical staff that seeking care in Alberta would be a better option for us than waiting for care in B.C. , optimistic that surgery might be a

Do you have any comments that will shed light on what your government is doing to address this situation?

Sincerely,

s.22

Robertson, Derek HLTH:EX

From: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Sent: Friday, October 23, 2015 11:43 AM
To: Robertson, Derek HLTH:EX
Subject: FW: My concerns on the issue of ambulance paramedic response times.
Attachments: SAP_Support_629.pdf

Hi Derek,

Just going to send you the form letters that we are getting in regards to the First Responder funding. We are fine with responding with previously drafted response, these are just for your records. Plus our commitment to the citizens that we would share their email with the Ministry.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: louise.^{s.22} [mailto:^{s.22}] | On
Behalf Of: ^{s.22}
Sent: October 23, 2015 7:27 AM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: My concerns on the issue of ambulance paramedic response times.

Dear Doug Bing,

Please find the attached letter, which details some of my concerns on the issue of ambulance paramedic response times. I am sure you will agree, every British Columbian deserves a quick response, by Paramedics, when they find themselves in a medical emergency.

I look forward to your support on this important issue.

Sincerely,

^{s.22}

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Thursday, December 3, 2015 3:06 PM
To: Robertson, Derek HLTH:EX
Subject: question

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Follow Up

Hi Derek,

I have a husband, wife and daughter that all live in the daughter's home in Surrey, s.22
s.22 The dad's health is failing and requires home care,
which he gets. However, they do want him to go into assisted living, s.22 He needs a
hospital bed, but the wait is quite long and the other daughter, who lives in our riding, s.22 but acts on behalf of
her parents, is trying to find out how to get him a hospital bed paid for and delivered to their home as soon as possible.
This is necessary, as the care aides will not take him down stairs and are putting a lot of restrictions on what they will do
for him, due to WCB regulations and the wife is having to do a lot of the care again. The bed would be very helpful, as
right now, the wife has to get her son to come over to the house to get the dad in and out of bed during the day.

I looked through the websites and could not find information for seniors support that provides hospital beds to the home. Can you assist me with that?

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Sent: Wednesday, January 6, 2016 12:24 PM
To: Robertson, Derek HLTH:EX; Bing.MLA, Doug LASS:EX
Subject: RE: New submission from Contact Your Constituency

Categories: Follow Up

Especially if he is sitting at the desk next to you....shhhhh, don't let him know he is no longer there. ☺

Cheryl Rahlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: January 6, 2016 11:58 AM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: Re: New submission from Contact Your Constituency

Hey Cheryl,

I believe it is a glitch or else I am horribly out of the loop. :)

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Bing.MLA, Doug
Sent: Wednesday, January 6, 2016 11:56 AM
To: Robertson, Derek HLTH:EX; Bing.MLA, Doug LASS:EX; Dhanowa, Damon HLTH:EX
Subject: RE: New submission from Contact Your Constituency

Greatly appreciated.

On another note, Damon's email bounced back, is he still in the ministry, or is there a glitch.

Cheryl Rahlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows

604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [<mailto:Derek.Robertson@gov.bc.ca>]
Sent: January 6, 2016 11:55 AM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>
Subject: Re: New submission from Contact Your Constituency

I don't believe we have anything at our finger tips, but I will forward this to staff to find some information for you.

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Bing.MLA, Doug
Sent: Wednesday, January 6, 2016 11:52 AM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: FW: New submission from Contact Your Constituency

Happy New Year, Gentlemen!! Hope you managed to fit some relaxation in over the holidays, as we are obviously back at work making up for lost time. ☺

Any chance you have the information for this constituent at your fingertips?

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: s.22
Sent: January 5, 2016 12:14 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: New submission from Contact Your Constituency

Name

s.22

Email

s.22

Riding

Maple Ridge / Pitt Meadows

Comments & Feedback

Robertson, Derek HLTH:EX

From: Bing, Doug <D.Bing@leg.bc.ca>
Sent: Monday, January 4, 2016 5:25 PM
To: Scheffel, Emile HLTH:EX; Dalton, Marc
Cc: Mills, Shane LASS:EX; Merrifield, Katy HLTH:EX; Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX
Subject: RE: Key Messages - Maple Ridge/Pitt Meadows Ambulance Service
Categories: Follow Up

Thanks, Emile, so far I have had two conversations with constituents about ambulance service, and the petition no doubt will be coming soon, so it is helpful for us to have some useful information to respond with.

From: Scheffel, Emile HLTH:EX [mailto:Emile.Scheffel@gov.bc.ca]
Sent: January 4, 2016 3:11 PM
To: Bing, Doug <D.Bing@leg.bc.ca>; Dalton, Marc <M.Dalton@leg.bc.ca>
Cc: Mills, Shane <Shane.Mills@leg.bc.ca>; Merrifield, Katy HLTH:EX <Katy.Merrifield@gov.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>; Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>
Subject: RE: Key Messages - Maple Ridge/Pitt Meadows Ambulance Service

Further to this, wanted to let you both know that BCEHS will be doing an interview with Global on this topic. Their key messages are below, along with some information on Maple Ridge ambulance response times.

As always, let me know if we can be of assistance.

E

TOPIC: needing more ambulances in Maple Ridge

OUTLET: Global, John Daly

DETAILS: A local resident has brought a petition requesting more ambulance resources in Maple Ridge to the council. The Council has agreed to champion this request. It is still in the very early stages. Q's:

- What plans does BCEHS have for more resources?
- What is happening with the ORH Review?
- How seriously does BCEHS take requests from city councils or community for more resources?

Suggested Response:

Jodi Jensen to provide interview.

- BC Emergency Health Services takes all patient care feedback very seriously.
- We value input from the municipalities we serve on how to enhance patient care.
- We are unable to comment on a petition we have not yet received.
- BCEHS is currently collecting data to assist us in making evidence-based decisions about the services we provide.
- A major part of this data collection is a comprehensive Deployment and Demand Review which will provide an analysis on call volume and demand trends now and to forecast future demands on our services.
 - This review examines detailed data from responses to patient events in the Lower Mainland and Greater Victoria.

- This is the first time BCEHS has conducted such a thorough review of its services.
- The goal of this project is to improve patient care and deploy our resources optimally.
- The overarching goal for BCEHS is to implement a policy framework for BCEHS which aligns with the Ministry's goals of improving patient care and patient experiences.

BACKGROUND:

Maple Ridge stats:

- 2014/2015 - 6,775 medical emergencies
 - 11:56 Avg. emergency lights & siren response time
- 2013/2014 – 6,660 medical emergencies
 - 12:00 Avg. emergency lights & siren response time
- 2012/2013 – 6,462 medical emergencies
 - 12:02 Avg. emergency lights & siren response time

From: Scheffel, Emile HLTH:EX

Sent: Thursday, December 31, 2015 10:13 AM

To: 'Bing, Doug'; 'm.dalton@leg.bc.ca'

Cc: Mills, Shane LASS:EX; Merrifield, Katy HLTH:EX; Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX

Subject: Key Messages - Maple Ridge/Pitt Meadows Ambulance Service

Gentlemen,

You have likely seen the story below from the Maple Ridge News.

Just wanted to share our current messages on ambulance service in the area – noting that the results of BCEHS's deployment and demand review are expected early in the new year.

Any questions/concerns, let us know – in the meantime, wishing you a happy 2016.

E

--

- BC Emergency Health Services is always interested in exploring ideas and working with other first responders to find ways to better serve communities.
- BCEHS is undertaking a deployment and demand review across the Lower Mainland and Victoria, including Abbotsford, Maple Ridge and Mission.
- The review is looking at call locations, increases in call rates, and population increases. Results from that review are expected shortly.
- This review will help BCEHS plan strategically where it needs to adjust service levels and make future investments.
- The Ministry of Health and BCEHS will continue to monitor response times and call volumes, so people throughout British Columbia continue to receive high quality and timely service.

If asked whether response times have been effected by RAP changes:

- As a provincial system, the closest and most appropriate resource available is dispatched to calls on a priority basis.
- Ambulances and paramedics are dispatched based on their current location at the time of a call, not their home ambulance station.
- In 2013, BC Emergency Health Services adjusted the types of calls it responds to most urgently as part of its Resource Allocation Plan.

- In 2013 we adjusted the types of calls we respond to most urgently as part of our Resource Allocation Planning in order to respond to patients with life-threatening conditions faster. Data has found that these changes are working.

Demand for more paramedics

Maple Ridge News

Wednesday, December 30, 2015

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By Neil Corbett

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Page 088 to/à Page 089

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Robertson, Derek HLTH:EX

From: Dalton, Marc <M.Dalton@leg.bc.ca>
Sent: Thursday, December 31, 2015 10:25 AM
To: Scheffel, Emile HLTH:EX
Cc: Bing, Doug; Mills, Shane LASS:EX; Merrifield, Katy HLTH:EX; Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX
Subject: Re: Key Messages - Maple Ridge/Pitt Meadows Ambulance Service
Categories: Follow Up

Thanks Emile. It is an on-going concern
Happy New Year

Marc Dalton, MLA
Maple Ridge-Mission

On Dec 31, 2015, at 10:13 AM, "Scheffel, Emile HLTH:EX" <Emile.Scheffel@gov.bc.ca> wrote:

Gentlemen,

You have likely seen the story below from the Maple Ridge News.

Just wanted to share our current messages on ambulance service in the area – noting that the results of BCEHS's deployment and demand review are expected early in the new year.

Any questions/concerns, let us know – in the meantime, wishing you a happy 2016.

E
--

- ? BC Emergency Health Services is always interested in exploring ideas and working with other first responders to find ways to better serve communities.
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- ? The review is looking at call locations, increases in call rates, and population increases. Results from that review are expected shortly.
- ? This review will help BCEHS plan strategically where it needs to adjust service levels and make future investments.
- ? The Ministry of Health and BCEHS will continue to monitor response times and call volumes, so people throughout British Columbia continue to receive high quality and timely service.

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- ? In 2013, BC Emergency Health Services adjusted the types of calls it responds to most urgently as part of its Resource Allocation Plan.
- ? In 2013 we adjusted the types of calls we respond to most urgently as part of our Resource Allocation Planning in order to respond to patients with life-threatening conditions faster. Data has found that these changes are working.

Demand for more paramedics

Maple Ridge News

Wednesday, December 30, 2015

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By Neil Corbett

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Page 092 to/à Page 093

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Robertson, Derek HLTH:EX

From: Bing, Doug <D.Bing@leg.bc.ca>
Sent: Tuesday, December 29, 2015 5:17 PM
To: Scheffel, Emile HLTH:EX
Cc: Merrifield, Katy HLTH:EX; Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX
Subject: Re: Vancouver Sun request - dentists treating spouses

Categories: Follow Up

Hi Emile,

Thanks for the heads-up on this. I am very familiar with this issue and have had a number of discussions with the Ministry, the College, the Association and interested dentists about this issue in the past year. If the press happens to contact me, I would have no qualms in discussing the issue with them and to reiterate the message that it is up to the College to regulate its members.

Doug

Sent from my iPad

On Dec 29, 2015, at 4:04 PM, Scheffel, Emile HLTH:EX <Emile.Scheffel@gov.bc.ca> wrote:

Hello Doug,

Hoping you are enjoying the holidays and that all is well with you and yours.

Just wanted to give you a heads up on a request we received from the Vancouver Sun regarding CDSBC's prohibition against dentists treating their spouses.

Our draft response is below – essentially, the Ministry's position is that this type of policy is up to the College – our role is limited to ensuring they have a patient relations program in place to safeguard professional ethics.

Please let me know if you have any questions or concerns.

Thanks E

--

Proposed Response:

Under the Health Professions Act, colleges are given the authority to govern the practice of their members in the public interest. This includes setting and enforcing the standards and rules of their professions. The Ministry of Health's role is to ensure that the professional colleges have a patient relations program in place.

Neither the Health Professions Act nor the regulations explicitly forbid treating spouses, only that a patient relations program must be in place to prevent professional misconduct of a sexual nature. It is the duty of a college "to establish...a patient relations program to seek to prevent professional misconduct of a sexual nature."

The Ministry supports the role of the colleges in ensuring public safety and delivering high quality services. All Canadian provinces and many jurisdictions around the world use peer-based regulation models as part of a larger oversight system for health care workers.

The complete Health Professions Act can be found
here: http://www.bclaws.ca/civix/document/id/complete/statreg/96183_01

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Friday, December 18, 2015 3:31 PM
To: Sandur, Parveen MCF:EX; Robertson, Derek HLTH:EX
Subject: RE: question

Categories: Follow Up

By the way, here is the number that he gave us.^{s.22}

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Sandur, Parveen MCF:EX [mailto:Parveen.Sandur@gov.bc.ca]
Sent: December 18, 2015 3:12 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>; Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>
Subject: RE: question

Hi Cheryl,

I know^{s.22} _____ has spoken to one other MLA's office and they've provided me a phone number that I will provide to staff and have someone give him a call directly regarding his concerns.

Regards,
Parveen

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Friday, December 18, 2015 3:08 PM
To: Sandur, Parveen MCF:EX; Robertson, Derek HLTH:EX
Subject: question

Hi Parveen and Derek,

Doug received a call from a gentleman,^{s.22} _____, and he had quite the story to tell about abuse of children in care at the Maples. He says the claims go back as far as the early 2000s. He has taken it to the Ombudsperson, Mary Ellen Turpel-Lafond, but none of them will touch it. He was not very forthcoming with information. Doug does not want to discount his concerns in case there is something to it, but it did sound a little far-fetched.

Are either of you familiar with his name, as he apparently has gone to a number of MLAs?

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows

604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Friday, December 18, 2015 3:30 PM
To: Sandur, Parveen MCF:EX; Robertson, Derek HLTH:EX
Subject: RE: question

Categories: Follow Up

Perfect, I knew of you two brilliant people would have an answer.

Hope you have a great weekend!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Sandur, Parveen MCF:EX [mailto:Parveen.Sandur@gov.bc.ca]
Sent: December 18, 2015 3:12 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>; Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>
Subject: RE: question

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Regards,
Parveen

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Friday, December 18, 2015 3:08 PM
To: Sandur, Parveen MCF:EX; Robertson, Derek HLTH:EX
Subject: question

Hi Parveen and Derek,

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Are either of you familiar with his name, as he apparently has gone to a number of MLAs?

Cheryl Ashlie

Constituency Assistant to

MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Monday, December 14, 2015 5:17 PM
To: Robertson, Derek HLTH:EX
Subject: FW: Derek Robertson - Local Action Team - Youth Mental Health Topic

Categories: Follow Up

Hi Derek,

I have been on vacation. Thanks for letting us know this. Whatever it is, please let us know what we can do to ensure that Doug is part of the announcement. The LAT-Youth MH team is quite active here and moving full steam ahead with planning and any good news would be great news. ☺

Thanks!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Sieg, Brenda
Sent: December 11, 2015 4:34 PM
To: Bing, MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Cc: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>; Conn, Gay <Gay.Conn@leg.bc.ca>
Subject: Derek Robertson - Local Action Team - Youth Mental Health Topic

Derek called from Minister Lake's office, regarding a topic Cheryl inquired about – Local Action Team-Youth Mental Health.

Derek has been advised that he cannot give out information at the present time, as an announcement is being expected in the next couple of weeks.

When the time comes, when and if possible, they will try to include Doug in the announcement.

Brenda Sieg

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
104 – 20130 Lougheed Highway
Maple Ridge, B.C. V2X 2P7
Telephone: 604-465-9299
www.dougbingmla.ca

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Friday, December 4, 2015 5:14 PM
To: Robertson, Derek HLTH:EX; Hirji, Keivan MNGD:EX; Diacu, Raz TRAN:EX
Cc: Bing, Doug; Conn, Gay LASS:EX
Subject: Notes from the NDP roadshow hosted by
Attachments: Notes from the NDP roadshow hosted by.docx

Categories: Follow Up

Hi Gentlemen,

We had a few members of the opposition in Doug's riding today meeting with seniors. Doug has asked me to share the key issues that were presented to them, which the NDP promised to raise in the house and with government.

Please note, that the issues that the citizens raised at this meeting are consistent with the pattern that we are seeing in the office.

Thanks,

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Thursday, December 3, 2015 4:34 PM
To: Robertson, Derek HLTH:EX; Chandler, Penelope E FIN:EX
Cc: Moy, Greg W FIN:EX; Harper, Katie FIN:EX; Dhanowa, Damon HLTH:EX
Subject: RE:s.22

Categories: Follow Up

Thank you! Power is trying to go out here, so I think I am shutting it down before it shuts down on me. Good luck in the wind storm!!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: December 3, 2015 4:23 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>; Chandler, Penelope E FIN:EX <Penelope.Chandler@gov.bc.ca>
Cc: Moy, Greg FIN:EX <Greg.Moy@gov.bc.ca>; Harper, Katie FIN:EX <Katie.Harper@gov.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>
Subject: RE:s.22

I have also asked our staff to go back and double check whether Health has any involvement in this file.

Derek

Derek Robertson

Executive Assistant to the Honourable Terry Lake
Minister of Health

Office: (250) 953-3547

Derek.Robertson@gov.bc.ca

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Thursday, December 3, 2015 4:21 PM
To: Chandler, Penelope E FIN:EX
Cc: Moy, Greg W FIN:EX; Harper, Katie FIN:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: RE: s.22

Always appreciate all efforts made by you folks, so many thanks, Penelope.

Good Luck!!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Chandler, Penelope E FIN:EX [<mailto:Penelope.Chandler@gov.bc.ca>]
Sent: December 3, 2015 4:07 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Cc: Moy, Greg FIN:EX <Greg.Moy@gov.bc.ca>; Harper, Katie FIN:EX <Katie.Harper@gov.bc.ca>; Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>
Subject: RE: s.22

Oh help: well – I'll start from square one again. Let's see what we can do. This will require a fair amount of digging & therefore some time – so please bear with us. I'll send it over to staff tomorrow and ask them what might be pursued - thanks Cheryl. I'm not usually involved in all the "mechanics" of the Finance ministry, so this will be a learning exercise for me as well – not a bad thing! Best p.

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, December 3, 2015 3:56 PM
To: Chandler, Penelope E FIN:EX
Cc: Moy, Greg W FIN:EX; Harper, Katie FIN:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: RE: s.22

Hi Penelope,

I did start out in Health and they said it was a finance issue.

This gentleman claims to also keeps very good records and is willing to prove he wrote the cheque and stands by his claim that he sent it. His frustration is understood when he feels so strongly that he is in the right and the authorities do not have to prove that they did not err. For \$18.00 and all of the efforts that he made to prove he had paid the original bill, I was hopeful that they would review their decision and provide the evidence that he did not make the payment in question.

Thank you for assisting and hopefully someone can assist him with his frustrations with this matter.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Chandler, Penelope E FIN:EX [<mailto:Penelope.Chandler@gov.bc.ca>]
Sent: December 3, 2015 3:18 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Cc: Moy, Greg FIN:EX <Greg.Moy@gov.bc.ca>; Harper, Katie FIN:EX <Katie.Harper@gov.bc.ca>; Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>
Subject: RE:s.22

Hello Cheryl – good afternoon. Please: I'm not sure why this has been directed to the Minister of Finance's office. It seems to all centre on a billing by the BC Ambulance Service and very differing

opinions between that branch, and your constituent, on what transpired. I have copied two colleagues in the Minister of Health's office who may be able to provide your office with some advice on to how to deal with the issue.

Ministry offices keep very good records – and most especially, for obvious reasons, when it comes to the handling of payments and billings. I hope this is of some assistance – best regards, Penelope.

Penelope E. Chandler
Chief of Staff (HL)
Hon. Michael de Jong, QC
Minister of Finance
Government House Leader

Thanks Derek/Damon. I'm not sure that there is any recourse here, but leave it to you to get back to Cheryl if you would please. Both Greg and Katie are presently away from the office, so I'm 'substituting' – merci p.

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, December 3, 2015 1:42 PM
To: Chandler, Penelope E FIN:EX
Subject: FW: s.22

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: December 3, 2015 1:20 PM
To: Moy, Greg FIN:EX (Greg.Moy@gov.bc.ca) <Greg.Moy@gov.bc.ca>
Subject: FW:s.22

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: November 20, 2015 4:29 PM
To: derek robertson (derek.robertson@gov.bc.ca) <derek.robertson@gov.bc.ca>
Subject: FW:s.22

3rd and final piece of correspondence from^{s.22}

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: November 20, 2015 4:26 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Cc: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: FW: s.22

-----Original Message-----

From: ricohmfd@leg.bc.ca <ricohmfd@leg.bc.ca>
Sent: October 6, 2015 10:51 AM
To: Conn, Gay <Gay.Conn@leg.bc.ca>
Subject: s.22

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Thursday, December 3, 2015 4:21 PM
To: Chandler, Penelope E FIN:EX
Cc: Moy, Greg W FIN:EX; Harper, Katie FIN:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: RE: s.22

Categories: Follow Up

Always appreciate all efforts made by you folks, so many thanks, Penelope.

Good Luck!!

Cheryl Ashlie

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This gentleman claims to also keeps very good records and is willing to prove he wrote the cheque and stands by his claim that he sent it. His frustration is understood when he feels so strongly that he is in the right and the authorities do not have to prove that they did not err. For \$18.00 and all of the efforts that he made to prove he had paid the original bill, I was hopeful that they would review their decision and provide the evidence that he did not make the payment in question.

Thank you for assisting and hopefully someone can assist him with his frustrations with this matter.

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Subject: RE: s.22

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*Penelope E. Chandler
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Government House Leader*

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Sent: Thursday, December 3, 2015 1:42 PM

To: Chandler, Penelope E FIN:EX

Subject: FW: s.22

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl

Sent: December 3, 2015 1:20 PM

To: Moy, Greg FIN:EX (Greg.Moy@gov.bc.ca) <Greg.Moy@gov.bc.ca>

Subject: FW: s.22

Cheryl Ashlie

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From: Ashlie, Cheryl
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To: derek robertson (derek.robertson@gov.bc.ca) <derek.robertson@gov.bc.ca>
Subject: FW s.22

3rd and final piece of correspondence from^{s.22}

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To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Cc: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: FW: ^{s.22}

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Subject: ^{s.22}

Robertson, Derek HLTH:EX

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Subject: RE: s.22

Categories: Follow Up

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Subject: FW: s.22

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl

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To: Moy, Greg FIN:EX (Greg.Moy@gov.bc.ca) <Greg.Moy@gov.bc.ca>

Subject: FW: s.22

Cheryl Ashlie

Constituency Assistant to
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Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl

Sent: November 20, 2015 4:29 PM

To: derek robertson (derek.robertson@gov.bc.ca) <derek.robertson@gov.bc.ca>

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604 465-9299
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Sent: November 20, 2015 4:26 PM

To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>

Cc: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>

Subject: FW: s.22

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From: ricohmfd@leg.bc.ca <ricohmfd@leg.bc.ca>

Sent: October 6, 2015 10:51 AM

To: Conn, Gay <Gay.Conn@leg.bc.ca>

Subject: s.22

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Thursday, December 3, 2015 1:22 PM
To: Robertson, Derek HLTH:EX
Cc: Moy, Greg W FIN:EX
Subject: RE: MLA Doug Bing re ^{s.22} - Ambulance Billing Issue

Categories: Follow Up

No worries. Just sent it all to Greg. ☺

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: November 30, 2015 4:27 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: MLA Doug Bing re ^{s.22} - Ambulance Billing Issue

Hey Cheryl,

I apologise for the delay in getting this to you, but staff have advised that ambulance billing inquiries needs to be redirected to the Ministry of Finance. Health will not be able to provide information for this request.

Derek
Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547
Derek.Robertson@gov.bc.ca

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Friday, November 20, 2015 4:28 PM
To: Robertson, Derek HLTH:EX
Cc: Conn, Gay LASS:EX
Subject: FW: Letter from ^{s.22}

Hi Derek,

I am going to send you three emails to do with ^{s.22} this being the first one, but the last correspondence that he send us. His correspondence explains his issue with the bill that he received for ambulance service that he received.

Could you please take a look and determine what, if anything, should be done in this circumstance?

Thanks,

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]

Sent: November 20, 2015 4:23 PM

To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>

Subject: Letter from s.22

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Wednesday, November 25, 2015 3:50 PM
To: Vanderheyden, Aletta; Robertson, Derek HLTH:EX
Subject: RE: Cert of Auth--s.22

Categories: Follow Up

Thanks, Aletta. That would be wonderful. Do you have a timeframe on that one?

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Vanderheyden, Aletta [mailto:Aletta.Vanderheyden@fraserhealth.ca]
Sent: November 25, 2015 3:01 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>; derek robertson (derek.robertson@gov.bc.ca)
<derek.robertson@gov.bc.ca>
Subject: RE: Cert of Auth-s.22

Hi Cheryl,

I'm not familiar with the case, but I'm happy to speak with the appropriate leaders regarding what we can do to support Maria's request.

I'll let you know what I find out.

Aletta Vanderheyden, BA, MSc

Senior Consultant | Government and Community Relations
Communications and Public Affairs | Fraser Health
Central City Tower, Suite 400, 13450 - 102nd Ave, Surrey BC, V3T 0H1
mobile: 604.363.8213 | media pager: 604.450.7881
www.fraserhealth.ca

This e-mail is intended only for the person (s) or entity to which it is addressed and may contain confidential information. Any review, distribution, copying, printing or other use of this e-mail by anyone other than the name recipient is prohibited. If you have received this e-mail in error or are not the named recipient, please notify the sender immediately and permanently delete this e-mail and all copies of it. Thank you.

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Wednesday, November 25, 2015 1:38 PM
To: Vanderheyden, Aletta; derek robertson (derek.robertson@gov.bc.ca)
Subject: FW: Cert of Auth-s.22

Not sure if this local or should be bumped up to the provincial level.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]

Sent: November 25, 2015 1:29 PM

To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>

Subject: Cert of Auth--s.22

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Wednesday, November 25, 2015 3:48 PM
To: Robertson, Derek HLTH:EX
Subject: RE: Right to Die with Dignity

Categories: Follow Up

Hi Derek,

Because we have had a couple more, would this be a reasonable response from Doug? However, if it does not work we look forward to what your response will be and we will send all of the emails and look for a cc response.

The Supreme Court of Canada gave the federal government direction to come up with a plan as of February 16, 2016 (? Date) and due to the change in government there may be a request for an extension to present their plan and the province will respond accordingly at that time.

Thank you for your feedback on this important issue.

Sincerely,

Doug Bing

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: November 25, 2015 3:37 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: RE: Right to Die with Dignity

Hey Cheryl,

Could the Ministry respond to this constituent and cc your office?

Derek

From: Bing, MLA, Doug [mailto:Doug.Bing.MLA@leg.bc.ca]
Sent: Friday, November 20, 2015 11:19 AM
To: Robertson, Derek HLTH:EX
Subject: FW: Right to Die with Dignity

Hi Derek,

Is there a backgrounder for this?

Cheryl Pohlke

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: s.22

Sent: November 20, 2015 9:20 AM

To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>

Subject: Right to Die with Dignity

Mr. Bing -

As my MLA, I want you to move forward with provincial enacting due process of law with what is already a legal right by Supreme Court & the Canadian Constitution.

Mr. Lake does not have the right to oppose and delay those rights. You, as a physician, have the right to decline personally to participate, but you have an obligation to follow the law and act on behalf of that law.

Thank you for behaving in accordance with the law. B.C. is not, nor should it behave, as if it is above same.

s.22

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Friday, November 20, 2015 4:49 PM
To: Robertson, Derek HLTH:EX
Subject: FW: Cert of Author-s.22
Attachments: 20151120164754.pdf

Categories: Follow Up

As requested. Thanks!!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmf@leg.bc.ca [mailto:ricohmf@leg.bc.ca]
Sent: November 20, 2015 4:48 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Cert of Author-s.22

Robertson, Derek HLTH:EX

From: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Sent: Friday, November 20, 2015 12:50 PM
To: Robertson, Derek HLTH:EX
Subject: FW: Cartier House & Senior Care Facilities in BC
Attachments: Beautiful British Columbia.docx; PCQO Brochure.pdf

Categories: Follow Up

Sorry, Derek. Not sure why health is so popular this week, but it is. However, I think I said that to you last week. Can you read this letter and provide some insight into the practice that the gentleman is referencing/

Thanks!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
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604 465-9299
FAX 604 465-9294

From: s.22 {mailto:s.22}
Sent: November 19, 2015 7:23 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: Fwd: Cartier House & Senior Care Facilities in BC

Dr.Bing..Please read the attachment about the LPN's about to be replaced at the Cartier House Care Home in Coquitlam.
Thank you,
s.22

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Thursday, November 19, 2015 5:08 PM
To: Robertson, Derek HLTH:EX
Subject: RE: Bill 14

Categories: Follow Up

Thanks, Derek.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: November 19, 2015 5:07 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: RE: Bill 14

The email address for this is bill14consultation@gov.bc.ca.

Derek

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Thursday, November 19, 2015 5:05 PM
To: Robertson, Derek HLTH:EX
Subject: RE: Bill 14

Do you have the link at your fingertips, so I can send it to the gentleman before I leave? He is laid up with knee surgery, so he may want to send in his views, if he has not done so already.

Cheryl Ashlie

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MLA, Dr. Doug Bing
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604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: November 19, 2015 5:02 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: RE: Bill 14

Hey Cheryl,

There is a consultation on the regulations for the Tobacco Control Amendment Act (Bill 14), which ends tomorrow. As for the meeting with the constituent, we will prepare bill notes for you on this.

Derek

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]

Sent: Thursday, November 19, 2015 4:57 PM

To: Robertson, Derek HLTH:EX

Subject: Bill 14

Hi Derek,

Is the discussion on e-cigarettes within Health? Doug received an email from a gentleman who would like to discuss Bill 14 with him, so Doug would like a backgrounder on the bill.

Please and thank you.

Cheryl Ashlie

Constituency Assistant to

MLA, Dr. Doug Bing

Maple Ridge-Pitt Meadows

604 465-9299

FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Thursday, November 19, 2015 4:00 PM
To: Robertson, Derek HLTH:EX
Subject: FW: explanation

Categories: Follow Up

Deciphered!! ☺

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: November 19, 2015 3:50 PM
To: derek robertson (derek.robertson@gov.bc.ca) <derek.robertson@gov.bc.ca>
Subject: explanation

Hi Derek,

Sorry for being so confusing.

Here is what I know. The rep from Maple Ridge Pitt Meadows Local Action Team (MRPM LAT) spoke with Angela Matson from Fraser Health for clarity around applying for their Population and Public Health Youth Clinic Proposal. Population and Public Health (PPH) has a rep on the Maple Ridge Pitt Meadows Local Action Team (MRPM LAT) and she felt that the youth clinic that they are working on might be a fit with the PPH proposal application, so the LAT started to work on it. However, a further conversation with Angela has now lead them to believe that they are not a fit as the PPH is too narrow in focus and will only fund their goal of sexual health support and Sexually Transmitted Diseases. The application is not on the FH website, as it comes directly from PPH.

MRPM LAT is now looking for other funding, as they discovered in their investigation that there are youth clinics receiving funding and they are wondering if there is money for a clinic in MRPM.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Wednesday, November 18, 2015 12:01 PM
To: Robertson, Derek HLTH:EX
Subject: RE: (RESPONSE) 1041709 - MLA Doug Bing re^{s.22} wait times re Epilepsy Surgery - Unacceptable

Categories: Follow Up

Thanks, Derek. Always better late than never—greatly appreciated!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: November 17, 2015 1:56 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: (RESPONSE) 1041709 - MLA Doug Bing re^{s.22} - Unacceptable wait times re Epilepsy Surgery

Hey Cheryl,

I apologise for it taking so long to get back to you with information for MLA Bing. Staff have been able to provide the following information in regards to^{s.22} concerns regarding wait times for epilepsy surgery.

Let me know if there is any further information that I can provide for you,

Derek

Cliff# 1041709 – Dr. Doug Bing, MLA, Maple Ridge-Pitt Meadows, is inquiring on behalf of^{s.22}
^{s.22} concern regarding wait times for epilepsy surgery.

REQUEST

- Ms. Cheryl Ashlie, Constituency Assistance to MLA Bing, contacted Minister Lake's office on October 13 regarding^{s.22} concern about their son's wait for epilepsy surgery. Information was provided by the Minister's office on October 15.
- On October 21, Ms. Ashlie followed up to inquire about health care coverage for this surgery in Alberta.

SUGGESTED MLA RESPONSE

- Thank you for your follow-up question. I know that waiting for surgery is a difficult experience, and I appreciate your desire to have your son's health concerns attended to in the most expedient manner possible.
- Under the *Canada Health Act*, insured health care benefits are available to all beneficiaries of provincial health insurance plans, on a portable basis, within Canada.

- Should you choose to pursue this route, your son's family physician or specialist in BC would need to make a referral to the specialist in Alberta, and the specialist in Alberta would then need to accept your son as a patient.
- I would encourage you to discuss this option with your son's physician as he or she can provide you with further details on the referral process.
- It is important to be aware, however, that travel and accommodation costs are not eligible for coverage out-of-province and there may be additional charges that are not insured services under the reciprocal agreement. For additional information please see the Medical Services Plan's Out-of-Province and Out-of-Country Medical Care Guidelines online at: www.health.gov.bc.ca/msp/infoben/ooc_funding_guidelines.pdf.

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Wednesday, October 14, 2015 9:37 AM
To: Robertson, Derek HLTH:EX
Subject: RE: Unacceptable wait times re Epilepsy Surgery

Thanks!

Cheryl Ashlie
 Constituency Assistant to
 MLA, Dr. Doug Bing
 Maple Ridge-Pitt Meadows
 604 465-9299
 FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 13, 2015 5:33 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Re: Unacceptable wait times re Epilepsy Surgery

Hey Cheryl,

I will get staff to prepare bullet for MLA Bing to respond.

Derek

Derek Robertson
 Executive Assistant to the Honourable Terry Lake
 Minister of Health
 Office: (250) 953-3547

Sent from my BlackBerry

From: Bing, MLA, Doug
Sent: Tuesday, October 13, 2015 4:37 PM
To: Robertson, Derek HLTH:EX
Subject: FW: Unacceptable wait times re Epilepsy Surgery

Hi Derek,

Doug will need to respond to this. Can you shed some light on this issue?

Thanks!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: s.22 [mailto:s.22]
Sent: October 13, 2015 3:52 PM
To: Bing, MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Cc: s.22
Subject: Unacceptable wait times re Epilepsy Surgery

Dr. Bing,

As our MLA, and as a Member of the Standing Committee on Health, we would like to make you aware of our concerns regarding the current wait situation for adult epilepsy surgery in BC. s.22

s.22 We are now advised that extremely tight budgets, staffing shortages, hospital spaces, O.R. time, etc. are all significant issues and it has been suggested to us by medical staff that seeking care in Alberta would be a better option for us than waiting for care in B.C. optimistic that surgery might be a

Do you have any comments that will shed light on what your government is doing to address this situation?

Sincerely,

s.22

Robertson, Derek HLTH:EX

From: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Sent: Wednesday, October 21, 2015 2:27 PM
To: Robertson, Derek HLTH:EX
Subject: RE: (RESPONSE) MLA Doug Bing re^{s.22} - Unacceptable wait times re Epilepsy Surgery

Categories: Follow Up

Thanks!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 21, 2015 2:16 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: RE: (RESPONSE) MLA Doug Bing re^{s.22} - Unacceptable wait times re Epilepsy Surgery

Let me check for you.

Derek

From: Bing.MLA, Doug [mailto:Doug.Bing.MLA@leg.bc.ca]
Sent: Wednesday, October 21, 2015 2:15 PM
To: Robertson, Derek HLTH:EX
Subject: RE: (RESPONSE) MLA Doug Bing re^{s.22} - Unacceptable wait times re Epilepsy Surgery

Hi Derek,

Thanks, this is great. One more question, though. Would the family's medical costs be covered if they opt to take their son to Alberta for the surgery?

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 15, 2015 2:44 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: (RESPONSE) MLA Doug Bing re^{s.22} - Unacceptable wait times re Epilepsy Surgery

Cheryl,

Here are some bullets that were prepared for a very similar case involving MLA Morris. I have attached any of the non-case specific details below for MLA Bing to use in his response.

Please let me know if you need any further

Derek

BACKGROUND

- The Minister's Office received an enquiry regarding wait times for access to the Epilepsy Investigation Unit (SIU).
- The SIU utilizes two beds at Vancouver General Hospital to perform Electroencephalography (EEG) tests to record the electrical brain activity that occurs with seizures. This information is combined with clinical assessments, neuroimaging, and neuropsychological assessment evaluation to determine seizure management, including possible candidacy for epilepsy surgery. Basic evaluation involves an average hospital stay of 7 - 10 days.

FINDINGS

- At this time, two of the three physicians are on site. One additional physician remains on an undefined medical leave.
- Historically this clinic had two physicians, a third physician was added in 2012 to try and address the waits.
- The Head of Neurology is actively engaged in recruitment of an epileptologist; however, this will take time as recruitment of physicians is a complex process.
- It is acknowledged that there is a need to expand the SIU, together with adequate staffing, to meet the needs of epilepsy patients in the province.
- A business case has been developed to expand the SIU and establish a provincial epilepsy program (that includes transitional care).
- At present, the SIU will be open during the weeks that epileptologists are on and otherwise, service will be restricted to their clinics and to daytime EEG. This arrangement will be in place until January 2016 at a minimum.

SUGGESTED MLA RESPONSE

- Thank you for taking the time to bring to my attention your concerns about your wait to be seen at the Epilepsy Investigation Unit.
- I want to assure you that the Ministry of Health and the health authorities are aware that wait times can sometimes be lengthy to access specialized services, and they are working hard to resolve the problem.
- Specifically with regard to the Epilepsy Investigation Unit, I can advise that it is acknowledged that there is a need to expand the Unit to meet the needs of epilepsy patients in the province.
- Adequate staffing is essential to any efforts to expand, which is why the Head of Neurology within the Vancouver General Hospital is actively engaged in recruitment of an additional epileptologist for the Unit. However this will take time as recruitment of physicians is a complex process.
- I realize this does not address your immediate concern; however, I did want you to know that the Ministry and the health authorities are aware of the challenge of wait times, and are working hard to resolve it.

Derek Robertson

Executive Assistant to the Honourable Terry Lake

Minister of Health

Office: (250) 953-3547

Derek.Robertson@gov.bc.ca

From: Bing, MLA, Doug [<mailto:Doug.Bing.MLA@leg.bc.ca>]

Sent: Tuesday, October 13, 2015 4:37 PM

To: Robertson, Derek HLTH:EX

Subject: FW: Unacceptable wait times re Epilepsy Surgery

Hi Derek,

Doug will need to respond to this. Can you shed some light on this issue?

Thanks!

Cheryl Bohlie

Constituency Assistant to

MLA, Dr. Doug Bing

Maple Ridge-Pitt Meadows

604 465-9299

FAX 604 465-9294

From: s.22

Sent: October 13, 2015 3:52 PM

To: Bing, MLA, Doug <Doug.Bing.MLA@leg.bc.ca>

Cc: s.22

Subject: Unacceptable wait times re Epilepsy Surgery

Dr. Bing,

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s.22

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s.22 We are now advised that extremely tight budgets, staffing shortages, hospital spaces, O.R. time, etc. are all significant issues and it has been suggested to us by medical staff that seeking care in Alberta would be a better option for us than waiting for care in B.C.

Do you have any comments that will shed light on what your government is doing to address this situation?

Sincerely,
s.22

Robertson, Derek HLTH:EX

From: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Sent: Wednesday, October 21, 2015 2:15 PM
To: Robertson, Derek HLTH:EX
Subject: RE: (RESPONSE) MLA Doug Bing re s.22 - Unacceptable wait times re Epilepsy Surgery

Categories: Follow Up

Hi Derek,

Thanks, this is great. One more question, though. Would the family's medical costs be covered if they opt to take their son to Alberta for the surgery?

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 15, 2015 2:44 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: (RESPONSE) MLA Doug Bing re s.22 - Unacceptable wait times re Epilepsy Surgery

Cheryl,

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Please let me know if you need any further

Derek

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- At present, the SIU will be open during the weeks that epileptologists are on and otherwise, service will be restricted to their clinics and to daytime EEG. This arrangement will be in place until January 2016 at a minimum.

Robertson, Derek HLTH:EX

From: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Sent: Thursday, October 8, 2015 11:09 AM
To: Robertson, Derek HLTH:EX
Subject: FW: I support the BC Midwives' New Vision for Midwifery and Maternity Care in BC

Follow Up Flag: Flag for follow up
Flag Status: Completed

Categories: Follow Up

Hi Derek,

Here is one regarding the midwives. I thought this contract was negotiated?? We received a number of form letters last year about this.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: s.22 [mailto:s.22]
Sent: October 7, 2015 9:49 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: I support the BC Midwives' New Vision for Midwifery and Maternity Care in BC

I strongly support BC's registered midwives in their negotiations with the Ministry of Health. I urge the provincial government to start delivering for women and families and reach a sensible agreement that will properly support midwifery and increase access to maternity care, improve health outcomes, and reduce costs.

Delivering one-in-five babies in BC, registered midwives play an increasingly important role in providing maternity care in our province. Demand for their services is growing as more women exercise their right to choose their maternity care provider. Unfortunately, the Ministry of Health is being inflexible and is unwilling to negotiate a sensible deal.

As my local MLA, I encourage you, the Minister of Health and the Premier to recognize:

- Many women in BC's rural, northern and First Nations communities have difficulty accessing appropriate maternity and newborn care in their home communities and must often travel hundreds of kilometres to receive it.
- BC's registered midwives are highly trained, educated and regulated professionals who are experts in healthy pregnancy, birth and post natal care. They can increase access to maternity care and improve health outcomes for women and newborns in our province.
- A nominal investment in midwifery today will result in savings of \$60 million by 2020 and \$20 million annually after that; freeing up dollars for other health care priorities.

Please start delivering for BC's women and families and reach a sensible agreement with registered midwives that will increase access to maternity care, improve health outcomes and reduce costs.

Thank you,

s.22

Robertson, Derek HLTH:EX

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Friday, November 20, 2015 4:52 PM
To: Robertson, Derek HLTH:EX
Subject: stats

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Follow Up

Hi Derek,

Doug would like to know how many people do not pay MSP premiums and any other stats on this topic?

Thanks—I am off for a few days now and will leave you alone. ☹

Hope you have a great weekend. ☺

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Wednesday, January 6, 2016 1:01 PM
To: Dhanowa, Damon HLTH:EX
Subject: RE: helth costss for cateracts

Categories: Follow Up

Will do.

Derek

From: Dhanowa, Damon HLTH:EX
Sent: Wednesday, January 6, 2016 12:56 PM
To: Robertson, Derek HLTH:EX
Subject: Re: helth costss for cateracts

Gay is asking about this one. Can you touch base with her please. thanks :D

From: Robertson, Derek HLTH:EX
Sent: Tuesday, December 08, 2015 3:04 PM
To: Dhanowa, Damon HLTH:EX
Subject: RE: helth costss for cateracts

Absolutely.

D

From: Dhanowa, Damon HLTH:EX
Sent: Tuesday, December 8, 2015 3:04 PM
To: Robertson, Derek HLTH:EX
Subject: RE: helth costss for cateracts

Can you follow up with Gay on this one please. thanks :D

From: Robertson, Derek HLTH:EX
Sent: Monday, November 23, 2015 11:33 AM
To: Dhanowa, Damon HLTH:EX
Subject: RE: helth costss for cateracts

Thanks,

D

From: Dhanowa, Damon HLTH:EX
Sent: Monday, November 23, 2015 11:22 AM
To: Robertson, Derek HLTH:EX
Subject: Fw: helth costss for cateracts

Over to you :D

From: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Sent: Monday, November 23, 2015 11:16 AM
To: Dhanowa, Damon HLTH:EX
Subject: FW: helth costss for cateracts

Hi Damon

Can you look into this for me?

Thanks,

Doug Bing

Constituency Assistant to
MLA, Dr. Doug Bing
#104 – 20130 Lougheed Highway
Maple Ridge BC V2X 2P7
604 465-9299
www.dougbingmla.ca

From: s.22
Sent: November 21, 2015 8:33 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: helth costss for cateracts

Hello

A family member will need cataract surgery and I am hoping for some clarification on policy and costs. After visiting a specialist my understanding is that the procedure is medically necessary but the patient still needs to pay \$250 to cover tests and other medical costs.

1. If the procedure is necessary why does the patient have to cover these costs?

In regards to the lenses there are three basic sight problems: near sighted, far sighted and astigmatism and apparently the province pays approximately \$400 for a basic lens that will allow near and far sighted people to see clearly at a distance but still need glasses for reading.

However for astigmatism a person needs a lenses that costs around \$1000 to see at a distance while still needing glasses for reading and the province does not contribute.

2. Why would the province not contribute the same approximately \$400 for all citizens?

I await your reply.
Thank you

s.22

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Wednesday, January 6, 2016 12:44 PM
To: Bing.MLA, Doug LASS:EX
Subject: Re: New submission from Contact Your Constituency

Categories: Follow Up

Hahaha

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Bing.MLA, Doug
Sent: Wednesday, January 6, 2016 12:24 PM
To: Robertson, Derek HLTH:EX; Bing.MLA, Doug LASS:EX
Subject: RE: New submission from Contact Your Constituency

Especially if he is sitting at the desk next to you....shhhhh, don't let him know he is no longer there. ☺

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: January 6, 2016 11:58 AM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: Re: New submission from Contact Your Constituency

Hey Cheryl,

I believe it is a glitch or else I am horribly out of the loop. :)

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Bing.MLA, Doug

Sent: Wednesday, January 6, 2016 11:56 AM

To: Robertson, Derek HLTH:EX; Bing.MLA, Doug LASS:EX; Dhanowa, Damon HLTH:EX

Subject: RE: New submission from Contact Your Constituency

Greatly appreciated.

On another note, Damon's email bounced back, is he still in the ministry, or is there a glitch.

Cheryl Ashlie

Constituency Assistant to

MLA, Dr. Doug Bing

Maple Ridge-Pitt Meadows

604 465-9299

FAX 604 465-9294

From: Robertson, Derek HLTH:EX [<mailto:Derek.Robertson@gov.bc.ca>]

Sent: January 6, 2016 11:55 AM

To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>

Subject: Re: New submission from Contact Your Constituency

I don't believe we have anything at our finger tips, but I will forward this to staff to find some information for you.

Derek

Derek Robertson

Executive Assistant to the Honourable Terry Lake

Minister of Health

Office: (250) 953-3547

Sent from my BlackBerry

From: Bing.MLA, Doug

Sent: Wednesday, January 6, 2016 11:52 AM

To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX

Subject: FW: New submission from Contact Your Constituency

Happy New Year, Gentlemen!! Hope you managed to fit some relaxation in over the holidays, as we are obviously back at work making up for lost time. ☺

Any chance you have the information for this constituent at your fingertips?

Cheryl Ashlie

Constituency Assistant to

MLA, Dr. Doug Bing

Maple Ridge-Pitt Meadows

604 465-9299

From s.22 [mailto:s.22]
Sent: January 5, 2016 12:14 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: New submission from Contact Your Constituency

Name

s.22

Email

s.22

Riding

Maple Ridge / Pitt Meadows

Comments & Feedback

Good afternoon Mr. Bing,

I am wondering what BC Ministry is responsible for Senior Care here in BC? The BC Government website is not terrible informative on the subject. I have seen the Seniorsbc.ca site but it wasn't helpful in that regard. The main Ministry page has also has broken links (links to nowhere etc.) btw.

Generally speaking, what I am looking for ideally is access to listings for Senior Care facilities in BC both private and publically funded. I am also interested in any publically available information about those facilities that the government has collected. Ideally the information would be available on some government server in JSON format or even XML. I am an iOS developer looking for a new project and have some ideas about an application that would benefit greatly from any centralized information the government has available on this subject. I will also be asking this question on the DataBC website but my initial research into that service seems to indicate that they will not be able to be much help.

Perhaps the Assisted Living Registry (Ministry of Health) has the information on a server somewhere?

If you can help in finding either a point contact person in the responsible Ministry that can help access the information or you can provide information, if it exists, on where this data may be located, I would be most appreciative.

I can make myself available to discuss this request further at your convenience, if required.

Thank you for your efforts in advance.

Best Regards,

s.22

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Friday, December 18, 2015 3:31 PM
To: Ashlie, Cheryl LASS:EX; Sandur, Parveen MCF:EX
Subject: Re: question

Categories: Follow Up

You too Cheryl :)

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Ashlie, Cheryl
Sent: Friday, December 18, 2015 3:30 PM
To: Sandur, Parveen MCF:EX; Robertson, Derek HLTH:EX
Subject: RE: question

Perfect, I knew of you two brilliant people would have an answer.

Hope you have a great weekend!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Sandur, Parveen MCF:EX [mailto:Parveen.Sandur@gov.bc.ca]
Sent: December 18, 2015 3:12 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>; Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>
Subject: RE: question

Hi Cheryl,

I know s.22 has spoken to one other MLA's office and they've provided me a phone number that I will provide to staff and have someone give him a call directly regarding his concerns.

Regards,
Parveen

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Friday, December 18, 2015 3:08 PM

To: Sandur, Parveen MCF:EX; Robertson, Derek HLTH:EX
Subject: question

Hi Parveen and Derek,

Doug received a call from a gentleman,^{s.22} and he had quite the story to tell about abuse of children in care at the Maples. He says the claims go back as far as the early 2000s. He has taken it to the Ombudsperson, Mary Ellen Turpel-Lafond, but none of them will touch it. He was not very forthcoming with information. Doug does not want to discount his concerns in case there is something to it, but it did sound a little far-fetched.

Are either of you familiar with his name, as he apparently has gone to a number of MLAs?

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Friday, December 18, 2015 3:28 PM
To: Ashlie, Cheryl LASS:EX; Sandur, Parveen MCF:EX
Subject: Re: question

Categories: Follow Up

Hey Cheryl,

I have no record of any dealing with ^{s.22}

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Ashlie, Cheryl
Sent: Friday, December 18, 2015 3:08 PM
To: Sandur, Parveen MCF:EX; Robertson, Derek HLTH:EX
Subject: question

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Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Thursday, December 10, 2015 2:02 PM
To: Docs Processing HLTH:EX
Subject: Re: 1043205 - MLA Doug Bing re Stats - how many people do not pay MSP premiums and any other stats on this topic

Categories: Follow Up

Thanks Alex.

How's the leg?

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Docs Processing HLTH:EX
Sent: Thursday, December 10, 2015 2:00 PM
To: Robertson, Derek HLTH:EX
Cc: Docs Processing HLTH:EX; Andrachuk, Andrea HLTH:EX; Benbow, Nicole C HLTH:EX; Stearn, Anne HLTH:EX; Michell, Jennifer HLTH:EX
Subject: 1043205 - MLA Doug Bing re Stats - how many people do not pay MSP premiums and any other stats on this topic

Hi Derek,

Attached is information prepared by MBPSD in response to your email below. This has been approved by Stephanie Power on behalf of ADM and reviewed by Jennifer Michell, on behalf of Grace Foran.

Thanks,

Alex Jacob
Program Assistant
Documents Processing Unit | Deputy Minister's Office | Ministry of Health
Phone 250 952 -3244 Email alex.jacob@gov.bc.ca

From: Robertson, Derek HLTH:EX
Sent: Friday, November 20, 2015 4:58 PM
To: Andrachuk, Andrea HLTH:EX
Cc: Docs Processing HLTH:EX; Foran, Grace E HLTH:EX
Subject: Fw: stats

Finance?

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Sent: Friday, November 20, 2015 4:52 PM
To: Robertson, Derek HLTH:EX
Subject: stats

Hi Derek,

Doug would like to know how many people do not pay MSP premiums and any other stats on this topic?

Thanks—I am off for a few days now and will leave you alone. ☹

Hope you have a great weekend. ☺

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Thursday, December 3, 2015 4:23 PM
To: Ashlie, Cheryl LASS:EX; Chandler, Penelope E FIN:EX
Cc: Moy, Greg W FIN:EX; Harper, Katie FIN:EX; Dhanowa, Damon HLTH:EX
Subject: RE: s.22

Categories: Follow Up

I have also asked our staff to go back and double check whether Health has any involvement in this file.

Derek

Derek Robertson

Executive Assistant to the Honourable Terry Lake
Minister of Health

Office: (250) 953-3547

Derek.Robertson@gov.bc.ca

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, December 3, 2015 4:21 PM
To: Chandler, Penelope E FIN:EX
Cc: Moy, Greg W FIN:EX; Harper, Katie FIN:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: RE: s.22

Always appreciate all efforts made by you folks, so many thanks, Penelope.

Good Luck!!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Chandler, Penelope E FIN:EX [<mailto:Penelope.Chandler@gov.bc.ca>]
Sent: December 3, 2015 4:07 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Cc: Moy, Greg FIN:EX <Greg.Moy@gov.bc.ca>; Harper, Katie FIN:EX <Katie.Harper@gov.bc.ca>; Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>
Subject: RE: s.22

Oh help: well – I'll start from square one again. Let's see what we can do. This will require a fair amount of digging & therefore some time – so please bear with us. I'll send it over to staff tomorrow and ask them what might be persued - thanks Cheryl. I'm not usually involved in all the "mechanics" of the Finance ministry, so this will be a learning exercise for me as well – not a bad thing! Best p.

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, December 3, 2015 3:56 PM
To: Chandler, Penelope E FIN:EX
Cc: Moy, Greg W FIN:EX; Harper, Katie FIN:EX; Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: RE: s.22

Hi Penelope,

I did start out in Health and they said it was a finance issue.

This gentleman claims to also keeps very good records and is willing to prove he wrote the cheque and stands by his claim that he sent it. His frustration is understood when he feels so strongly that he is in the right and the authorities do not have to prove that they did not err. For \$18.00 and all of the efforts that he made to prove he had paid the original bill, I was hopeful that they would review their decision and provide the evidence that he did not make the payment in question.

Thank you for assisting and hopefully someone can assist him with his frustrations with this matter.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Chandler, Penelope E FIN:EX [<mailto:Penelope.Chandler@gov.bc.ca>]
Sent: December 3, 2015 3:18 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Cc: Moy, Greg FIN:EX <Greg.Moy@gov.bc.ca>; Harper, Katie FIN:EX <Katie.Harper@gov.bc.ca>; Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>
Subject: RE:s.22

Hello Cheryl – good afternoon. Please: I'm not sure why this has been directed to the Minister of Finance's office. It seems to all centre on a billing by the BC Ambulance Service and very differing opinions between that branch, and your constituent, on what transpired. I have copied two colleagues in the Minister of Health's office who may be able to provide your office with some advice on to how to deal with the issue.

Ministry offices keep very good records – and most especially, for obvious reasons, when it comes to the handling of payments and billings. I hope this is of some assistance – best regards, Penelope.

*Penelope E. Chandler
Chief of Staff (HL)
Hon. Michael de Jong, QC
Minister of Finance
Government House Leader*

Thanks Derek/Damon. I'm not sure that there is any recourse here, but leave it to you to get back to Cheryl if you would please. Both Greg and Katie are presently away from the office, so I'm 'substituting' – merci p.

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, December 3, 2015 1:42 PM

To: Chandler, Penelope E FIN:EX
Subject: FW: s.22

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: December 3, 2015 1:20 PM
To: Moy, Greg FIN:EX (Greg.Moy@gov.bc.ca) <Greg.Moy@gov.bc.ca>
Subject: FW:s.22

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: November 20, 2015 4:29 PM
To: derek robertson (derek.robertson@gov.bc.ca) <derek.robertson@gov.bc.ca>
Subject: FW: s.22

3rd and final piece of correspondence from s.22

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: November 20, 2015 4:26 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Cc: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: FW: s.22

-----Original Message-----

From: ricohmfd@leg.bc.ca <ricohmfd@leg.bc.ca>
Sent: October 6, 2015 10:51 AM

To: Conn, Gay <Gay.Conn@leg.bc.ca>
Subject: s.22

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Monday, November 30, 2015 4:27 PM
To: Ashlie, Cheryl LASS:EX
Subject: MLA Doug Bing res.22 - Ambulance Billing Issue

Categories: Follow Up

Hey Cheryl,

I apologise for the delay in getting this to you, but staff have advised that ambulance billing inquiries needs to be redirected to the Ministry of Finance. Health will not be able to provide information for this request.

Derek

Derek Robertson

Executive Assistant to the Honourable Terry Lake
Minister of Health

Office: (250) 953-3547

Derek.Robertson@gov.bc.ca

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]

Sent: Friday, November 20, 2015 4:28 PM

To: Robertson, Derek HLTH:EX

Cc: Conn, Gay LASS:EX

Subject: FW: Letter from s.22

Hi Derek,

I am going to send you three emails to do with s.22 this being the first one, but the last correspondence that he send us. His correspondence explains his issue with the bill that he received for ambulance service that he received.

Could you please take a look and determine what, if anything, should be done in this circumstance?

Thanks,

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]

Sent: November 20, 2015 4:23 PM

To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>

Subject: Letter from s.22

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Friday, November 20, 2015 4:43 PM
To: Ashlie, Cheryl LASS:EX
Subject: RE: Letter from ^{s.22}

Categories: Follow Up

Hey Cheryl,

I have assigned this as a RUSH. Can you get a consent form from the constituent?

Thanks,

Derek

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Friday, November 20, 2015 4:28 PM
To: Robertson, Derek HLTH:EX
Cc: Conn, Gay LASS:EX
Subject: FW: Letter from ^{s.22}

Hi Derek,

I am going to send you three emails to do with ^{s.22} this being the first one, but the last correspondence that he send us. His correspondence explains his issue with the bill that he received for ambulance service that he received.

Could you please take a look and determine what, if anything, should be done in this circumstance?

Thanks,

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]
Sent: November 20, 2015 4:23 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Letter from ^{s.22}

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Thursday, November 19, 2015 5:07 PM
To: Ashlie, Cheryl LASS:EX
Subject: RE: Bill 14

Categories: Follow Up

The email address for this is bill14consultation@gov.bc.ca.

Derek

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, November 19, 2015 5:05 PM
To: Robertson, Derek HLTH:EX
Subject: RE: Bill 14

Do you have the link at your fingertips, so I can send it to the gentleman before I leave? He is laid up with knee surgery, so he may want to send in his views, if he has not done so already.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [<mailto:Derek.Robertson@gov.bc.ca>]
Sent: November 19, 2015 5:02 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: RE: Bill 14

Hey Cheryl,

There is a consultation on the regulations for the Tobacco Control Amendment Act (Bill 14), which ends tomorrow. As for the meeting with the constituent, we will prepare bill notes for you on this.

Derek

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, November 19, 2015 4:57 PM
To: Robertson, Derek HLTH:EX
Subject: Bill 14

Hi Derek,

Is the discussion on e-cigarettes within Health? Doug received an email from a gentleman who would like to discuss Bill 14 with him, so Doug would like a backgrounder on the bill.

Please and thank you.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Thursday, November 19, 2015 4:01 PM
To: Ashlie, Cheryl LASS:EX
Subject: RE: explanation

Categories: Follow Up

Thanks

Derek

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Thursday, November 19, 2015 4:00 PM
To: Robertson, Derek HLTH:EX
Subject: FW: explanation

Deciphered!! ☺

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: November 19, 2015 3:50 PM
To: derek robertson (derek.robertson@gov.bc.ca) <derek.robertson@gov.bc.ca>
Subject: explanation

Hi Derek,

Sorry for being so confusing.

Here is what I know. The rep from Maple Ridge Pitt Meadows Local Action Team (MRPM LAT) spoke with Angela Matson from Fraser Health for clarity around applying for their Population and Public Health Youth Clinic Proposal. Population and Public Health (PPH) has a rep on the Maple Ridge Pitt Meadows Local Action Team (MRPM LAT) and she felt that the youth clinic that they are working on might be a fit with the PPH proposal application, so the LAT started to work on it. However, a further conversation with Angela has now lead them to believe that they are not a fit as the PPH is too narrow in focus and will only fund their goal of sexual health support and Sexually Transmitted Diseases. The application is not on the FH website, as it comes directly from PPH.

MRPM LAT is now looking for other funding, as they discovered in their investigation that there are youth clinics receiving funding and they are wondering if there is money for a clinic in MRPM.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Tuesday, November 17, 2015 1:56 PM
To: Ashlie, Cheryl LASS:EX
Subject: (RESPONSE) 1041709 - MLA Doug Bing re s.22 - Unacceptable wait times re Epilepsy Surgery

Categories: Follow Up

Hey Cheryl,

I apologise for it taking so long to get back to you with information for MLA Bing. Staff have been able to provide the following information in regards to s.22 concerns regarding wait times for epilepsy surgery.

Let me know if there is any further information that I can provide for you,

Derek

Cliff# 1041709 – Dr. Doug Bing, MLA, Maple Ridge-Pitt Meadows, is inquiring on behalf of s.22 concern regarding wait times for epilepsy surgery.

REQUEST

- Ms. Cheryl Ashlie, Constituency Assistance to MLA Bing, contacted Minister Lake's office on October 13 regarding s.22 concern about their son's wait for epilepsy surgery. Information was provided by the Minister's office on October 15.
- On October 21, Ms. Ashlie followed up to inquire about health care coverage for this surgery in Alberta.

SUGGESTED MLA RESPONSE

- Thank you for your follow-up question. I know that waiting for surgery is a difficult experience, and I appreciate your desire to have your son's health concerns attended to in the most expedient manner possible.
- Under the *Canada Health Act*, insured health care benefits are available to all beneficiaries of provincial health insurance plans, on a portable basis, within Canada.
- Should you choose to pursue this route, your son's family physician or specialist in BC would need to make a referral to the specialist in Alberta, and the specialist in Alberta would then need to accept your son as a patient.
- I would encourage you to discuss this option with your son's physician as he or she can provide you with further details on the referral process.
- It is important to be aware, however, that travel and accommodation costs are not eligible for coverage out-of-province and there may be additional charges that are not insured services under the reciprocal agreement. For additional information please see the Medical Services Plan's Out-of-Province and Out-of-Country Medical Care Guidelines online at: www.health.gov.bc.ca/msp/info/en/ooc_funding_guidelines.pdf.

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Wednesday, October 14, 2015 9:37 AM

To: Robertson, Derek HLTH:EX
Subject: RE: Unacceptable wait times re Epilepsy Surgery

Thanks!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [<mailto:Derek.Robertson@gov.bc.ca>]
Sent: October 13, 2015 5:33 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Re: Unacceptable wait times re Epilepsy Surgery

Hey Cheryl,

I will get staff to prepare bullet for MLA Bing to respond.

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Bing, MLA, Doug
Sent: Tuesday, October 13, 2015 4:37 PM
To: Robertson, Derek HLTH:EX
Subject: FW: Unacceptable wait times re Epilepsy Surgery

Hi Derek,

Doug will need to respond to this. Can you shed some light on this issue?

Thanks!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: s.22 [<mailto:s.22>]
Sent: October 13, 2015 3:52 PM
To: Bing, MLA, Doug <Doug.Bing.MLA@leg.bc.ca>

Cc: s.22

Subject: Unacceptable wait times re Epilepsy Surgery

Dr. Bing,

As our MLA, and as a Member of the Standing Committee on Health, we would like to make you aware of our concerns regarding the current wait situation for adult epilepsy surgery in BC. s.22

s.22

s.22 We are now advised that extremely tight budgets, staffing shortages, hospital spaces, O.R. time, etc. are all significant issues and it has been suggested to us by medical staff that seeking care in Alberta would be a better option for us than waiting for care in B.C. optimistic that surgery might be a

Do you have any comments that will shed light on what your government is doing to address this situation?

Sincerely,

s.22

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Tuesday, November 3, 2015 2:09 PM
To: Bing.MLA, Doug LASS:EX
Subject: RE: Bill-14, EElectronic Cigarettes

Categories: Follow Up

Hey Cheryl,

I have confirmed that there is a tobacco consultation that is taking place until November 20th. These letters are cc's of the submissions to the consultation process.

Derek

From: Bing.MLA, Doug [mailto:Doug.Bing.MLA@leg.bc.ca]
Sent: Friday, October 30, 2015 10:24 AM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: FW: Bill-14, EElectronic Cigarettes

Hi Gentlemen,

Is there still public input being sought on this subject below? Speaking points?

Thank you!

Cheryl Rohlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From s.22
Sent: October 29, 2015 7:33 PM
To: Bill14Consultation, HLTH L HLTH:EX <bill14consultation@gov.bc.ca>; info@bcvapouralliance.org
Cc: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: Bill-14, EElectronic Cigarettes

Dear Doug Bing,

I am writing this letter today in hopes that you reconsider the terms for Bill-14, regarding electronic Cigarettes.

As someone who works in the industry, it is really important to show new customers how to properly and safely use their vape. Not being able to do this will cause frustration for them and we want them to safely use their device and be happy with it.

Not allowing for product to be used in vape shops will make buying juice difficult as new customers like to

sample juices they might like and knowing which nicotine level is suited best for them in regards to how much they currently smoke a day.

For restriction on age, all the shops here have made sure that the 19+ age restriction is in full effect and enforced. No one can even enter the shops without showing ID and being 19+. In regards to that every shop I know has signs that are on the front of their doors that states "19+ with ID no minors". So that it clearly states that you must be 19+ to come in and/or purchase anything in said shop.

My personal story to how vaping has effected my life is with my spouse. He had smoked for 15 years. I have watched as he has tried countless times to quit smoking. Between cold turkey, gum, patches, pills nothing has been more effective than vaping. He has yet to have a cigarette in over a year. He has athsma, and vaping has now aided in him not using his inhaler nearly as much as before. He never thought this day would come that he did not smoke a cigarette.

We hope, as a community, you can relook at reconsidering the terms that are stated for Bill-14. Thank you for taking the time to read my letter.

s.22

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Friday, October 23, 2015 11:57 AM
To: Bing.MLA, Doug LASS:EX
Subject: Re: My concerns on the issue of ambulance paramedic response times.

Categories: Follow Up

Perfect

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Bing.MLA, Doug
Sent: Friday, October 23, 2015 11:56 AM
To: Robertson, Derek HLTH:EX
Subject: RE: My concerns on the issue of ambulance paramedic response times.

That is what we are using—thanks!!

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 23, 2015 11:48 AM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: RE: My concerns on the issue of ambulance paramedic response times.

Hey Cheryl,

We sent a template response for MLA's to use in responding to this form letter last Friday.

Please find that template attached,

Derek

From: Bing.MLA, Doug [mailto:Doug.Bing.MLA@leg.bc.ca]
Sent: Friday, October 23, 2015 11:44 AM
To: Robertson, Derek HLTH:EX
Subject: FW: My concerns on the issue of ambulance paramedic response times.

Another form letter re paramedics.

Cheryl Cahlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: s.22

[mailto:s.22]

On

Behalf Of s.22

Sent: October 22, 2015 11:26 PM

To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>

Subject: My concerns on the issue of ambulance paramedic response times.

Dear Doug Bing,

Please find the attached letter, which details some of my concerns on the issue of ambulance paramedic response times. I am sure you will agree, every British Columbian deserves a quick response, by Paramedics, when they find themselves in a medical emergency.

I look forward to your support on this important issue.

Sincerely,

s.22

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Wednesday, October 21, 2015 2:16 PM
To: Bing.MLA, Doug LASS:EX
Subject: RE: (RESPONSE) MLA Doug Bing re^{s.22} - Unacceptable wait times re Epilepsy Surgery

Categories: Follow Up

Let me check for you.

Derek

From: Bing.MLA, Doug [mailto:Doug.Bing.MLA@leg.bc.ca]
Sent: Wednesday, October 21, 2015 2:15 PM
To: Robertson, Derek HLTH:EX
Subject: RE: (RESPONSE) MLA Doug Bing re^{s.22} - Unacceptable wait times re Epilepsy Surgery

Hi Derek,

Thanks, this is great. One more question, though. Would the family's medical costs be covered if they opt to take their son to Alberta for the surgery?

Cheryl Cahlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 15, 2015 2:44 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: (RESPONSE) MLA Doug Bing re^{s.22} - Unacceptable wait times re Epilepsy Surgery

Cheryl,

Here are some bullets that were prepared for a very similar case involving MLA Morris. I have attached any of the non-case specific details below for MLA Bing to use in his response.

Please let me know if you need any further

Derek

BACKGROUND

- The Minister's Office received an enquiry regarding wait times for access to the Epilepsy Investigation Unit (SIU).

- The SIU utilizes two beds at Vancouver General Hospital to perform Electroencephalography (EEG) tests to record the electrical brain activity that occurs with seizures. This information is combined with clinical assessments, neuroimaging, and neuropsychological assessment evaluation to determine seizure management, including possible candidacy for epilepsy surgery. Basic evaluation involves an average hospital stay of 7 - 10 days.

FINDINGS

- At this time, two of the three physicians are on site. One additional physician remains on an undefined medical leave.
- Historically this clinic had two physicians, a third physician was added in 2012 to try and address the waits.
- The Head of Neurology is actively engaged in recruitment of an epileptologist; however, this will take time as recruitment of physicians is a complex process.
- It is acknowledged that there is a need to expand the SIU, together with adequate staffing, to meet the needs of epilepsy patients in the province.
- A business case has been developed to expand the SIU and establish a provincial epilepsy program (that includes transitional care).
- At present, the SIU will be open during the weeks that epileptologists are on and otherwise, service will be restricted to their clinics and to daytime EEG. This arrangement will be in place until January 2016 at a minimum.

SUGGESTED MLA RESPONSE

- Thank you for taking the time to bring to my attention your concerns about your wait to be seen at the Epilepsy Investigation Unit.
- I want to assure you that the Ministry of Health and the health authorities are aware that wait times can sometimes be lengthy to access specialized services, and they are working hard to resolve the problem.
- Specifically with regard to the Epilepsy Investigation Unit, I can advise that it is acknowledged that there is a need to expand the Unit to meet the needs of epilepsy patients in the province.
- Adequate staffing is essential to any efforts to expand, which is why the Head of Neurology within the Vancouver General Hospital is actively engaged in recruitment of an additional epileptologist for the Unit. However this will take time as recruitment of physicians is a complex process.
- I realize this does not address your immediate concern; however, I did want you to know that the Ministry and the health authorities are aware of the challenge of wait times, and are working hard to resolve it.

Derek Robertson

Executive Assistant to the Honourable Terry Lake

Minister of Health

Office: (250) 953-3547

Derek.Robertson@gov.bc.ca

From: Bing.MLA, Doug [<mailto:Doug.Bing.MLA@leg.bc.ca>]

Sent: Tuesday, October 13, 2015 4:37 PM

To: Robertson, Derek HLTH:EX

Subject: FW: Unacceptable wait times re Epilepsy Surgery

Hi Derek,

Doug will need to respond to this. Can you shed some light on this issue?

Thanks!

Cheryl Ashlie

Constituency Assistant to

MLA, Dr. Doug Bing

Maple Ridge-Pitt Meadows

604 465-9299

FAX 604 465-9294

From: s.22 [<mailto:s.22>]

Sent: October 13, 2015 3:52 PM

To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>

Cc: s.22

Subject: Unacceptable wait times re Epilepsy Surgery

Dr. Bing,

As our MLA, and as a Member of the Standing Committee on Health, we would like to make you aware of our concerns regarding the current wait situation for adult epilepsy surgery in BC. s.22

s.22 optimistic that surgery might be a

s.22

We are now advised that extremely tight budgets, staffing shortages, hospital spaces, O.R. time, etc. are all significant issues and it has been suggested to us by medical staff that seeking care in Alberta would be a better option for us than waiting for care in B.C.

Do you have any comments that will shed light on what your government is doing to address this situation?

Sincerely,

s.22

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Tuesday, October 13, 2015 10:37 AM
To: Ashlie, Cheryl LASS:EX
Subject: Re: New submission from Contact Your Constituency

Categories: Follow Up

Sounds good.

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Ashlie, Cheryl
Sent: Tuesday, October 13, 2015 10:16 AM
To: Robertson, Derek HLTH:EX
Subject: RE: New submission from Contact Your Constituency

Cc would be fine. Thanks!

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 13, 2015 9:48 AM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Re: New submission from Contact Your Constituency

Hey Cheryl,

I have been advised the Ministry Staff are currently working on a letter to ^{s.22} on this issue.
Would you like us to cc your office on the response or would you still prefer bullets?

Let me know,

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Bing.MLA, Doug
Sent: Wednesday, October 7, 2015 9:56 AM
To: Robertson, Derek HLTH:EX
Subject: FW: New submission from Contact Your Constituency

Hi Derek,

Hope all is well in Victoria. ^{s.22} would like some facts in regards to reducing wait times, specific to CT Scans. Could you please assist with this by sending us the facts? I will then give them to Doug, so Doug can respond as per his further request.

Thanks!

Cheryl Cahlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ^{s.22} [mailto:^{s.22}]
Sent: October 6, 2015 4:33 PM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: Re: New submission from Contact Your Constituency

Thank you,

I did as you suggested with no result. It appears that we will be waiting for another month just to receive an appointment for the scan who knows when(December?) .

I asked what is being done about this issue by the Liberal Government. Our rates have gone up steady since some years ago and will increase again this January. I am well aware that Health takes a large amount of money but believe that the situation in BC as far as health care has regressed under the Liberal Government. Although Mr. Bing is our representative we did not vote for him and now will be very unlikely to vote Liberal in the next BC election.

I am awaiting a real answer from my MLA explaining what is being done to make these waiting times , lists , more realistic. A hard look at the way tax revenue is being spent may be something to consider.

It is interesting that during this Federal election health care seems to not be an issue even though the Conservatives have decreased funding.

Awaiting your reply,

Sincerely,

^{s.22}

Sent from my iPad

On Oct 6, 2015, at 11:25 AM, Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca> wrote:

Deals.22

My contact at Fraser Health advised me that the CT scan waits are based on the physicians referral. Your surgeon can request that your wife's case be expedited if he feels it is necessary. Apparently this can be done over the phone. I suggest that you contact the physician and see if he is willing to do this for you.

If we can be of further assistance please let us know.

Yours truly

Gay Conn

Constituency Assistant to
MLA, Dr. Doug Bing
#104 – 20130 Lougheed Highway
Maple Ridge BC V2X 2P7
604 465-9299
www.dougbingmla.ca

From: s.22 [mailto:s.22]
Sent: October 6, 2015 11:06 AM
To: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: New submission from Contact Your Constituency

Name

s.22

Email

s.22

Riding

Maple ridge

Comments & Feedback

My wife needs surgery to remove a galbladder that is full of stones. The ultrasound indicated something on her liver. We have seen the surgeon and he can schedule surgery within 6 months however a CT scan must be done prior to such surgery. We have now been waiting for an appointment for the CT scan for almost five weeks and fail to understand why that is so. As far as we know there are numerous scanners so unlike an MRI scan that should not be a problem. So not providing adequate operators is most likely the issue. In the meantime we are becoming more and more anxious as to what may or may not be happening with my wife's liver as well as praying that she will not suffer an attack of gallstones. Any suggestions on how to overcome this problem would be appreciated.

The foregoing was submitted to Fraser Health. As a member of the current government I believe that the system continues to be underfunded. A wait such as we and many others are experiencing is unconscionable and could easily be avoided. I am referring to the wait for a simple CT scan as in our case surgery seems to be no problem. How can you as our MLA help overcoming this problem.

Thank you.

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Monday, September 28, 2015 3:14 PM
To: Ashlie, Cheryl LASS:EX
Subject: RE: Certificate of Author- s.22

Categories: Follow Up

Hey Cheryl,

Please find information bullets regarding s.22 case below.

Let me know if need any further information.

Derek

REQUEST

MLA Bing's office is requesting information about emergency resources that are available for constituent s.22 to help him manage his chronic pain and suicidal thoughts.

BACKGROUND

- s.22 is waiting for hip surgery and suffers from severe pain. He takes OxyContin for pain management. He requires a prescription refill, but cannot find a physician who will prescribe this for him or who will become his primary care provider.
- MLA Bing's office is inquiring about the possibility of having s.22 linked to the pain management clinic in Surrey.

SUGGESTED MLA RESPONSE

- I recognize that your situation is extremely difficult.
- If you are in danger of hurting yourself, I want to assure you that there are places where you can get help. I encourage you to visit a hospital or walk-in clinic right away, or you can call 911 or Fraser Health's Crisis Line at: 604 951-8855 or 1 877 820-7444.
- *[MLA's Office could offer to call 911 for him.]*
- I contacted the Ministry of Health, and was told that you might be able to get your OxyContin prescription renewed at an Emergency Department. A doctor in the Emergency Department can also assess your condition, and may be able to refer you to the Chronic Pain Clinic at the Jim Pattison Outpatient Care and Surgery Centre.
- I know you are having difficulty finding a physician. There is a list of doctors online who might be accepting new patients in Maple Ridge and Pitt Meadows. (Ridge Meadows Division of Family Practice website at: www.divisionsbc.ca/rm/findadoctor)
- As of last Friday afternoon, Dr. Jasvinder Dhaliwal and Dr. Harmeena Sangha at the Golden Ears Family Practice have confirmed they are taking new patients.
- Their offices are located at #140-20395 Lougheed Highway, and you can call 604 465-1066 to ask about an appointment.
- Other doctors in Maple Ridge and Pitt Meadows who might be taking new patients are:
 - Dr Ravi Vanukuru: #101 - 12165 Harris Rd, Pitt Meadows, 604-465-3010

- Dr. Fernando Villaseñor and Dr. Jolene le Roux, Mageta Medical Clinic,
#110 - 20528 Lougheed Hwy, Maple Ridge, 604-465-1100
 - Dr. Villaseñor - Ext: 104
 - Dr. le Roux - Ext: 101
- Dr. Manisha Latti: Pitt Meadows Medical Clinic, #105-19070 Lougheed Highway, Pitt Meadows, 604-465-4911.
- If you find that these doctors are unwilling to prescribe OxyContin, you might call the College of Physicians and Surgeons of British Columbia to ask if they know of any doctors who are willing to accept new patients, who require narcotic prescriptions. The College can be reached by phone at: 604-733-7758 or 1-800-461-3008.

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Friday, September 25, 2015 10:10 AM
To: Robertson, Derek HLTH:EX
Subject: FW: Certificate of Author--s.22

Hi Derek,

This is an urgent matter, as this gentleman claims to be suicidal. He is calling me back and, if he does, at that time I will refer him to local outreach services, so he gets immediate support. He was not up to that the first time he called.

The certificate explains the situation he is in, which unfortunately is one that repeats itself within our office.

Thank you.

Cheryl Ashlie

Constituency Assistant to
 MLA, Dr. Doug Bing
 Maple Ridge-Pitt Meadows
 604 465-9299
 FAX 604 465-9294

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]
Sent: September 25, 2015 10:04 AM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Certificate of Author--s.22

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Wednesday, September 23, 2015 4:50 PM
To: Ashlie, Cheryl LASS:EX
Subject: RE: Certificate of Author-- s.22

Categories: Follow Up

Hey Cheryl,

I have checked with staff and they advise that if she is unhappy with the care being provided (decisions made) by her physician and specialist, she can take it to the College of Physicians and Surgeons. Also, with doctor and specialist not willing to refer her to get an MRI, she would have to get it done at her own expense.

Hope this confirms your answers to the questions you asked.

Derek

From: Ashlie, Cheryl [mailto:Cheryl.Ashlie@leg.bc.ca]
Sent: Thursday, September 17, 2015 4:53 PM
To: Robertson, Derek HLTH:EX
Subject: FW: Certificate of Author-- s.22

Hi Derek,

I have yet to have the pleasure of sending you work. ☺ Hope you are settled in and enjoying your new post. Our office really appreciates the volume of MLA requests you deal with and the subsequent work on your part to find us the answers we need, so thank you in advance for the support I know we will receive from you.

In regards to this particular citizen, I am pretty sure I know the two answers that will be provided—doctor privilege and option of private MRI. However, I am doing due diligence on behalf of the constituent. Please refer to the certificate for the details and question.

Thanks!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]
Sent: September 17, 2015 4:25 PM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: Certificate of Author s.22

Lake, Terry HLTH:EX

From: Bing, Doug <D.Bing@leg.bc.ca>
Sent: Thursday, November 12, 2015 3:44 PM
To: Hatley, Grant LASS:EX; Ashton, Dan; Barnett, Donna; Foster, Eric Bailey; Gibson, Simon; Hamilton, Scott; Hunt, Marvin; Kylo, Greg; Larson, Linda; Lee, Richard; Martin, John; Morris, Mike; Pimm, Pat; Plecas, Darryl; Reimer, Linda; Stiwell, Moira; XT:Sturdy, Jordan GCPE:IN; Sullivan, Sam; XT:Sultan, R LP:IN; Tegart, Jackie; Thornthwaite, Jane; Throness, Laurie; XT:Yap, John GCPE:IN; Anton, Suzanne JAG:EX; Bernier, Mike EDUC:EX; Bond, Shirley B JTST:EX; Cadieux, Stephanie MCF:EX; de Jong, Michael FIN:EX; Lake, Terry HLTH:EX; Oakes, Coralee SBRT:EX; Polak, Mary ENV:EX; Coleman, Rich MEM:EX; Rustad, John ABR:EX; Stone, Todd TRAN:EX; Thomson, Steve FLNR:EX; teressa.wat@gov.bc.ca; Wilkinson, Andrew AVED:EX
Cc: Sam Sullivan
Subject: RE: Proposed changes to House Schedule

I wish to point out that for option 2, I see a small logistical problem as we have a Caucus House Leader Update from 9:45-10:00 am on Tuesdays so we can't go from 9 to 10 am and will likely have to start at 8:45 am to make it work. Other than this quibble, I prefer option 2.

From: Hatley, Grant
Sent: November 12, 2015 10:44 AM
To: Ashton, Dan <D.Ashton@leg.bc.ca>; Barnett, Donna <D.Barnett@leg.bc.ca>; Bing, Doug <D.Bing@leg.bc.ca>; Foster, Eric Bailey <E.Foster@leg.bc.ca>; Gibson, Simon <S.Gibson@leg.bc.ca>; Hamilton, Scott <S.Hamilton@leg.bc.ca>; Hunt, Marvin <M.Hunt@leg.bc.ca>; Kylo, Greg <G.Kylo@leg.bc.ca>; Larson, Linda <L.Larson@leg.bc.ca>; Lee, Richard <Richard.Lee@leg.bc.ca>; Martin, John <J.Martin@leg.bc.ca>; Morris, Mike <M.Morris@leg.bc.ca>; Pimm, Pat <P.Pimm@leg.bc.ca>; Plecas, Darryl <D.Plecas@leg.bc.ca>; Reimer, Linda <L.Reimer@leg.bc.ca>; Stiwell, Moira <M.Stiwell@leg.bc.ca>; Sturdy, Jordan <J.Sturdy@leg.bc.ca>; Sullivan, Sam <S.Sullivan@leg.bc.ca>; Sultan, Ralph <R.Sultan@leg.bc.ca>; Tegart, Jackie <J.Tegart@leg.bc.ca>; Thornthwaite, Jane <J.Thornthwaite@leg.bc.ca>; Throness, Laurie <L.Throness@leg.bc.ca>; Yap, John <J.Yap@leg.bc.ca>; Anton, Suzanne JAG:EX <Suzanne.Anton@gov.bc.ca>; Bernier, Mike EDUC:EX <Mike.Bernier@gov.bc.ca>; Bond, Shirley B JTST:EX <Shirley.Bond@gov.bc.ca>; Cadieux, Stephanie MCF:EX <Stephanie.Cadieux@gov.bc.ca>; de Jong, Michael FIN:EX <Michael.DeJong@gov.bc.ca>; Lake, Terry HLTH:EX <Terry.Lake@gov.bc.ca>; Oakes, Coralee SBRT:EX <Coralee.Oakes@gov.bc.ca>; Polak, Mary ENV:EX <Mary.Polak@gov.bc.ca> s.17 Rustad, John ABR:EX <John.Rustad@gov.bc.ca>; Stone, Todd TRAN:EX <Todd.Stone@gov.bc.ca>; Thomson, Steve T FLNR:EX <Steve.Thomson@gov.bc.ca>; teressa.wat@gov.bc.ca; Wilkinson, Andrew AVED:EX <Andrew.Wilkinson@gov.bc.ca>
Cc: Sam Sullivan <ssullivan@globalcivic.org>
Subject: FW: Proposed changes to House Schedule

This email has been sent to all MLAs on behalf of Sam Sullivan

Dear Fellow Caucus Members

There is a strong consensus to reorganize legislative sitting times so that the Thursday session ends at 4:00 PM for the following reasons:

- Most rural Caucus Members would like to get home before 10:00 PM. This is not just an issue of convenience as some are required to drive on dark and icy roads after midnight and these kinds of hours on a regular basis can stress relationships;
- Caucus Members want to be able to attend events in the Lower Mainland on Thursday evening;
- We could reduce Leave Requests to the Whip so that the five Members who would not benefit from the time change would be more likely to get leave early enough to get home before 10:00 PM;
- All Members would like to serve their constituents better by having more time in their ridings.

Please consider the following three options with attached graphs and reply with your preference:

1. Fifteen Minute Increments. This involves making small incremental changes to the start and end times of sittings. For example, meetings would start at 9:45 AM instead of 10:00 AM. They would end at 6:45 PM rather than 6:30 PM [Wednesday would end at 6:45 PM rather than 7:00 PM]. Lunches would be 15 minutes shorter.

2. Monday/Tuesday Private Members Statements. Private Member Statements are Monday mornings from 10:00 AM to 12:00 Noon. There can be no votes during this time. This option would see Statements move to 9:00 AM to 10:00 AM each Monday and Tuesday morning. Quorum is 11 and there would already be eight Members in The House. We might not need a full team as no votes could be called. Everything would remain the same for most Members other than the few that are presenting.

3. Wednesday Morning Private Members Statements. Wednesday from 10:00 AM to 12:00 Noon would be used for Statements.

One problem with moving the Private Members Statements is that Monday is used by some for announcements or other duties. Wednesday would affect outreach programs and some committee meetings. The incremental approach will leave less time for lunch activities and will present a problem for some of the diplomatic lunches hosted by the Speaker.

I am attaching graphs with the three different options as well as the current schedule.

Please indicate here if you support 1, 2 or 3:

You can make any comments here:

Regards,

Sam Sullivan.

Robertson, Derek HLTH:EX

From: Nagy, Nancy <Nancy.Nagy@leg.bc.ca>
Sent: Monday, October 26, 2015 4:14 PM
To: Dhanowa, Damon HLTH:EX
Cc: Robertson, Derek HLTH:EX
Subject: s.22 - urgend knee replacement surgery
Attachments: 20151026134201.pdf; 20151026154458.pdf; 20151026154535.pdf; 20151026154659.pdf; 20151026154751.pdf; 20151026154823.pdf; 20151026160002.pdf

Categories: Follow Up

Hello Damon,

As per our conversation earlier today I have attached the paperwork from s.22

As you can see in her email to us, she is going through a rough time. s.22 is concerned that she is become dependent on morphine and she is also afraid of losing her job due to the delay of her surgery.

I did inform s.22 to see her doctor and tell him to increase her pain threshold. Can you please review this file and let me know what should be done next. Thank you.

Regards,

Nancy Nagy
Constituency Asistant to
Marc Dalton, M.L.A.
Maple Ridge- Mission

Robertson, Derek HLTH:EX

From: Dhanowa, Damon HLTH:EX
Sent: Wednesday, October 21, 2015 2:30 PM
To: Geschke, Laurie LASS:EX
Cc: Robertson, Derek HLTH:EX
Subject: Re: Care Card and Fraser Health mistakes

Categories: Follow Up

Hi Laurie - we will look into this, thanks :D

From: Geschke, Laurie
Sent: Wednesday, October 21, 2015 2:27 PM
To: Dhanowa, Damon HLTH:EX
Subject: Care Card and Fraser Health mistakes

Hi, Damon

I am attaching the Certificate of Authority, a copy of the front and back of the Constituent's Care Card, and a requisition for an imaging report from June, 2012 as a sample of the mix up happening for ^{s.22}

There are at least three ^{s.22} in the Fraser Health Region.

In the top section of the Requisition form for medical imaging, is ^{s.22} correct information (except that it doesn't show her maiden name ^{s.22} which she was asked to add by Blue Cross. The middle section is tests that were NOT done on this ^{s.22}. The bottom section is ^{s.22} Dr., but he did not order those tests. They may have been ordered by another Dr. at the same clinic, who also has a patient named ^{s.22} but one of the local pharmacies told ^{s.22} that they have 3 ^{s.22} on file.

^{s.22} has had her Blue Cross discount given to one of the other ^{s.22} and has also almost been sold prescriptions that belong to another of the ^{s.22} in the region. Last fall, she went to Ridge Meadows Hospital Emergency with blood clots in her leg and was given the wrong identity bracelet. When she pointed out the nurse's error, the nurse was angry and ^{s.22} then had to wait 9 hours for treatment for the clots. She has also been given results of a mammogram that she did not undergo, and her file at the Dr's office contained an ECG that she had not had done either.

Mr. and ^{s.22} have tried to sort out this mixup at the Ridge Meadows Hospital but no one will call them back.

Please help straighten out the health and care card records for this ^{s.22}

Kind regards,

Laurie Geschke

Constituency Assistant

Marc Dalton, MLA

Maple Ridge – Mission

(604) 476-4530 or (604) 820-6203

Robertson, Derek HLTH:EX

From: Dhanowa, Damon HLTH:EX
Sent: Tuesday, September 8, 2015 10:42 AM
To: Kingsbury, Linda G LASS:EX
Cc: Robertson, Derek HLTH:EX
Subject: RE: no tax on lift chair purchase question

Categories: Follow Up

Hi Lori, thanks we'll look into this.

From: Kingsbury, Linda [<mailto:Linda.Kingsbury@leg.bc.ca>]
Sent: Tuesday, September 8, 2015 10:40 AM
To: Dhanowa, Damon HLTH:EX
Subject: no tax on lift chair purchase question

Hello Damon

My name is Laurie Geschke. I am a new constituency assistant for Marc Dalton. Here are the details that I have from the constituent^{s.22}

She is wheelchair bound. She needs a new lift chair and was told that it could be purchased tax-exempt (both gst and pst exempt) if she gets a "form" or a "prescription" from her Doctor (which won't be a problem for her as the Dr. is cooperative with things like that for^{s.22}

She will be purchasing the lift chair from^{s.22}, and wants to confirm that she will be able to purchase it without paying the taxes if she gets a prescription from her Dr.

Can you confirm this for me, please?

I will confirm with^{s.22} this afternoon that we are looking into it for her, but that it seems to be a federal tax exemption. W will have to confirm this with the CRA, and it may take up to 10 business days, though we hope to have her answer before that if possible.

Thank you for putting a rush on this for^{s.22}

By the time you get an answer, I should have my own email address: lauriegeschke@gov.bc.ca

Laurie Geschke
CA to Marc Dalton, MLA
Maple Ridge-Mission

Linda Kingsbury
Constituency Assistant to
Marc Dalton, MLA
Maple Ridge-Mission

604-476-4530
#102-23015 Dewdney Trunk Road
Maple Ridge, BC V2X 3K9

Robertson, Derek HLTH:EX

From: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Sent: Tuesday, January 5, 2016 4:36 PM
To: Robertson, Derek HLTH:EX
Subject: RE: s.22

Categories: Follow Up

Thank you so much for letting me know so quickly. I'll let s.22 know so she can get on it right away.

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: January 5, 2016 9:55 AM
To: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Cc: Nagy, Nancy <Nancy.Nagy@leg.bc.ca>; Kingsbury, Linda <Linda.Kingsbury@leg.bc.ca>
Subject: RE: s.22

Hey Laurie,

Ministry staff have been looking into this issue since you first raised it to me and have come back with the following information regarding s.22 case.

Please let me know if there is anything further I can assist you with,

Derek

BACKGROUND

- s.22 arrived in British Columbia from Quebec in April 2015. s.22 had full medical coverage in Quebec and is inquiring as to how she may obtain MSP coverage in BC.

FINDINGS:

- In BC, individuals must register with MSP by completing an application for enrolment and providing a copy of the appropriate documents that will verify the individual's Canadian Citizenship or immigration status.
- Our records indicate a letter was sent to s.22 spouse on May 19, 2015, to the address on file, requesting a copy of s.22 status documents. Until the appropriate documentation has been received by Health Insurance BC (HIBC) and verifies s.22 status in Canada, she cannot be enrolled with MSP.

SUGGESTED MLA RESPONSE

- In order to complete the application for enrolment in MSP, s.22 should forward a copy of the required documentation that verifies her Citizenship or immigration status in Canada to HIBC as soon as possible.

From: Geschke, Laurie [mailto:Laurie.Geschke@leg.bc.ca]
Sent: Tuesday, January 5, 2016 9:23 AM
To: Robertson, Derek HLTH:EX
Cc: Nagy, Nancy LASS:EX; Kingsbury, Linda G LASS:EX
Subject: FW: s.22

Hi Derek

Here is the Certificate of Authority to inquire about^{s.22} application for BC MSP. I look forward to hearing back from you about this so I can let^{s.22} know when it should be processed for her.
Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

From: Geschke, Laurie

Sent: December 9, 2015 2:03 PM

To: 'Robertson, Derek HLTH:EX' <Derek.Robertson@gov.bc.ca>; Dhanowa, Damon HLTH:EX
<Damon.Dhanowa@gov.bc.ca>

Subject: RE s.22

I forgot to attach the Certificate, so here it is but she said that she first applied in April and hasn't tried again since, so she will apply again, providing whatever the process requires as ID.
Thanks for responding so quickly, both of you!
Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

From: Geschke, Laurie

Sent: December 9, 2015 1:46 PM

To: 'Robertson, Derek HLTH:EX' <Derek.Robertson@gov.bc.ca>; Dhanowa, Damon HLTH:EX
<Damon.Dhanowa@gov.bc.ca>

Subject: s.22

Hello Damon and Derek

I don't know which one of you I should be contacting you initially, so please let me know.

s.22

1

As an adult til this past April she lived in Québec when she had full provincial medical coverage, however, since moving here, she has not been permitted to receive BC MSP. She is to be married shortly and plans to reside in BC permanently but every time she goes to the Dr, she must pay out of pocket.

I am attaching the Certificate of Authority. I would appreciate if you could tell me how ^{s.22} can get MSP coverage here in BC.

Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

Robertson, Derek HLTH:EX

From: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Sent: Tuesday, December 22, 2015 3:27 PM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: s.22 follow up

Categories: Follow Up

Hi, Derek and Damon

I am just following up on a constituent who is a Care Aid but was having problems registering on the BC Care Aid Website.

I have not had any word from either you or her since my last email on her behalf on December 1st, and I'm wondering if her situation was resolved? Do you need any further information from me to follow up?

If not, I look forward to your response.

Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

Robertson, Derek HLTH:EX

From: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Sent: Tuesday, December 22, 2015 1:32 PM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: RE: Provincial funding cut to CNIB?

Categories: Follow Up

Thank you, Derek. I look forward to your response.
Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: December 22, 2015 1:25 PM
To: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>
Subject: Re: Provincial funding cut to CNIB?

Hey Laurie,

I will look into this for you and get back with what we find.

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Geschke, Laurie
Sent: Tuesday, December 22, 2015 1:23 PM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: Provincial funding cut to CNIB?

Hello Damon and Derek

Our constituent, ^{s.22} is a senior who is legally blind. The services of the CNIB used to be available to him here in Maple Ridge, but he says that now he has to go in to Burnaby, New Westminster or Vancouver. When he phoned the CNIB to find out why, he was told there had been provincial funding cuts to CNIB.

Could you confirm that for me and provide me with a rationale which I can give to ^{s.22} ?

Thanks!

Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

Robertson, Derek HLTH:EX

From: Dhanowa, Damon HLTH:EX
Sent: Wednesday, December 9, 2015 1:51 PM
To: Geschke, Laurie LASS:EX
Cc: Robertson, Derek HLTH:EX
Subject: RE: s.22

Categories: Follow Up

Oops meant to send to Derek lol

From: Dhanowa, Damon HLTH:EX
Sent: Wednesday, December 9, 2015 1:50 PM
To: Geschke, Laurie LASS:EX
Subject: RE: s.22

FYI talked to Laurie, she is going to find out if this person has a permanent residency card and attach the certificate (as she forgot)

Thanks :D

From: Robertson, Derek HLTH:EX
Sent: Wednesday, December 9, 2015 1:47 PM
To: Geschke, Laurie LASS:EX; Dhanowa, Damon HLTH:EX
Subject: Re: s.22

Thanks Laurie,

I will get staff to look into this and get back to you.

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Geschke, Laurie
Sent: Wednesday, December 9, 2015 1:45 PM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: s.22

Hello Damon and Derek
I don't know which one of you I should be contacting you initially, so please let me know.

As an adult til this past April she lived in Québec when she had full provincial medical coverage, however, since moving here, she has not been permitted to receive BC MSP. She is to be married shortly and plans to reside in BC permanently but every time she goes to the Dr, she must pay out of pocket.

I am attaching the Certificate of Authority. I would appreciate if you could tell me how^{s.22} can get MSP coverage here in BC.

Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

Robertson, Derek HLTH:EX

From: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Sent: Friday, December 4, 2015 1:33 PM
To: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX
Cc: Dalton.MLA, Marc LASS:EX
Subject: s.22 receiving substandard care with no choice

Categories: Follow Up

Hello Damon and Derek

I am following up on the information which I sent concerning the care being paid for by Fraser Health and provided by We Care for a resident in our riding, ^{s.22} I had hoped to hear back from you initially by November 24th, but have not. MLA Marc Dalton is aware of this constituent's situation and is concerned.

^{s.22} who is the Attorney appointed by ^{s.22}, has been told by Fraser Health that the family cannot "fire" the current, publicly-funded care provider furnishing ^{s.22} 18.5 hours/week of care. If they do, they have been told, they will no longer receive any care for ^{s.22} ^{s.22} paid for by the Ministry of Health through Fraser Health. ^{s.22} consistently receives perhaps 10 hours/week of the 18.5 hours/week that she is supposed to receive, while taxpayers are being charged to provide 18.5 hours/week. This is a horrible waste of taxpayers' money as well as distressing to ^{s.22} and upsetting to her family. ^{s.22} ^{s.22} because of the inconsistency of care being provided Fraser Health and she understands that current agency has apparently just renewed their contract with Fraser Health to provide "care" for the region's seniors at their homes in Maple Ridge and Mission.

^{s.22}

^{s.22} Staff are supposed to start their workday with the agency on time seven days a week at ^{s.22} home, but are usually at least 15 minutes late. The family home must be left unlocked to allow them entry that early in the morning because it is never the same person so a key cannot be given. Since August there have been at least 50 different people in and out of ^{s.22} life and the ^{s.22} home. ^{s.22} ^{s.22}

^{s.22} The family would like to contract out the services to provide care for ^{s.22} ^{s.22} and just invoice Fraser Health. This would provide more accountability by the care providers to the family, and savings to the province if care is not provided.

Today, ^{s.22} came to the office to express his dismay and concern to MLA Dalton at the lack of response they couple have received from the agency and Fraser Health. Please contact ^{s.22} directly at ^{s.22} to find a way to allow them to choose care providers who will deliver reliable care and service to their elderly family member, ^{s.22}

Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

Robertson, Derek HLTH:EX

From: Kingsbury, Linda <Linda.Kingsbury@leg.bc.ca>
Sent: Wednesday, November 4, 2015 9:10 AM
To: Robertson, Derek HLTH:EX
Subject: RE: MLA Dalton re: Coverage for back surgery - s.22

Categories: Follow Up

Thank you Derek, appreciate the update.

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: November 3, 2015 6:18 PM
To: Kingsbury, Linda <Linda.Kingsbury@leg.bc.ca>
Subject: MLA Dalton re: Coverage for back surgery - s.22

Hey Linda,

Sorry for the delay in getting back to you on this issue. Staff have talked with s.22 and provided this report back on this issue.

Derek

Cliff#: 1040810 – Mr. Marc Dalton, M.L.A., Maple Ridge-Mission, is enquiring regarding s.22 and Medical Service Plan (MSP) coverage for her back surgery.

REQUEST

s.22 is questioning why L4-5 Interlaminar decompression with diam (spacers) surgery is not covered by MSP when done by her current physician, Dr. Heran, under Fraser Health. It is s.22 understanding that the same surgery is covered when done by Dr. Padilla under Coastal Health. She is also questioning why spacer surgery is not covered but fusion extension surgery, which is more expensive and has a longer recovery, is covered.

BACKGROUND

- Bob Hart, Director, Compensation Policy and Programs Branch, spoke with s.22 by phone on October 2, 2015, and advised s.22 that the procedure is “investigational” and not considered the standard of care in British Columbia. Further, Mr. Hart advised, at a high level, the process for procedures to be covered under MSP, i.e., the section responsible for the fee submits a proposal to fund it to the Doctors of BC Tariff Committee.
- MSP is governed by the *Medicare Protection Act* and Regulations. This is provincial legislation and is applied to all health authorities and physicians equally.
- The Medical Services Commission (MSC) Payment Schedule is the list of approved fees payable to physicians for insured medical services provided to beneficiaries enrolled with MSP. The MSC Payment Schedule is for the Province of BC and applied to all health authorities and physicians equally.
- Interlaminar decompression with diam (spacers) is not a benefit of MSP.
- There is no record of this device being reviewed by Health Canada on its website. Additionally, the Food and Drug Administration in the USA has not approved this kind of device. Various journal and articles refer

to them as investigational, and did not recommend coverage or reimbursement by publicly funded medical plans at this time.

FINDINGS:

- s.22 regular surgeon, Dr. Heran, works out of Royal Columbian in Fraser Health and does not bill MSP for other approved stabilization procedures.
- At this time, it is unclear whether or not this is due to Dr. Heran not having privileges at Royal Columbian to do these procedures.
- Dr. Padilla works out of Lions Gate Hospital in Vancouver Coastal Health and bills for other approved stabilization procedures at Lions Gate Hospital, which would indicate that he would have privileges at that hospital to do these procedures.

- s.22 explained in her conversation with Mr. Hart, that a friend's husband had the interlaminar decompression surgery covered when performed by Dr. Padilla. Some procedures are reviewed on a case-by-case basis by a Medical Advisor and exceptions for MSP coverage may be granted.
- We will also be contacting the relevant sections of DoBC to see if they have any information with respect to these new kinds of procedures.
- If a physician performed this procedure and billed a fee for another procedure without prior approval, this may be considered misbilling.

SUGGESTED MLA RESPONSE

- The Ministry of Health is aware of s.22 issue, will review this case with the Medical Consultant, and will follow up with s.22 : directly.

From: Kingsbury, Linda [mailto:Linda.Kingsbury@leg.bc.ca]

Sent: Monday, October 5, 2015 11:19 AM

To: Robertson, Derek HLTH:EX

Subject: Surgery coverage

Hi Derek,

Our Client, s.22 needs back surgery, she sent a letter (dated September 25th, 2015) to Minister Lake regarding this. She received a phone call from Bob Hart, Director of Payment Schedules who told her the "spacer" surgery she is requesting is "investigative surgery" and that's why it's not covered. However, Dr. Heran has been performing this surgery for four years and it is covered by Coastal Health. The question is, why is it not covered by Fraser Health? The spacer surgery is far less invasive, is a day surgery and the recovery time is almost immediate – compare this with a fusion extension with a 3-4 day hospital stay, 2-3 months of pain and another 3-6 months of recuperation.

I have attached her letter and a Certificate of Authority. It would be much appreciated if you can follow up on this for us.

Linda Kingsbury
Constituency Assistant to
Marc Dalton, MLA
Maple Ridge-Mission

604-476-4530
#102-23015 Dewdney Trunk Road
Maple Ridge, BC V2X 3K9

Robertson, Derek HLTH:EX

From: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Sent: Wednesday, October 28, 2015 11:11 AM
To: Robertson, Derek HLTH:EX
Subject: RE: s.22

Categories: Follow Up

Thank you, Derek. I'll watch for it then.
Kind regards,

Laurie Geschke
Constituency Assistant for
Marc Dalton, MLA
Maple Ridge – Mission
(604) 476-4530 or (604) 820-6203

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 28, 2015 10:41 AM
To: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Subject: RE: s.22

Hey Laurie,

We expect to have some information back for you sometime early next week.

Derek

From: Dalton, MLA, Marc <Marc.Dalton.MLA@leg.bc.ca>
Sent: Wednesday, October 28, 2015 10:36 AM
To: Dhanowa, Damon HLTH:EX
Subject: s.22

Hi Damon

I am just following up on behalf of ^{s.22} who is one of at least 3 ^{s.22} in the Simon Fraser Health Region, and whose medical records keep getting entangled with the others causing both diagnostic and billing issues.

Can you tell me if you were able to make any headway in clearly separating the three ^{s.22} from each other within the Region?

I look forward to your reply.
Kind regards,

Laurie Geschke
Constituency Assistant for
Marc Dalton, MLA

Maple Ridge -- Mission
(604) 476-4530 or (604) 820-6203

Robertson, Derek HLTH:EX

From: Dhanowa, Damon HLTH:EX
Sent: Wednesday, October 21, 2015 11:26 AM
To: Geschke, Laurie LASS:EX
Cc: Robertson, Derek HLTH:EX
Subject: RE: s.22 and the BC Care Aid Registry registration Process
Attachments: FW: BC Care Aid Registry Competency

Categories: Follow Up

Hi Laurie,

We are happy to look into this one. We should have a response to you in approximately ten business days.

Feel free to call me if you 'd like to discuss. Thanks :D s.22

From: Geschke, Laurie [mailto:Laurie.Geschke@leg.bc.ca]
Sent: Wednesday, October 21, 2015 11:22 AM
To: Dhanowa, Damon HLTH:EX
Subject: s.22 and the BC Care Aid Registry registration Process

Hello Damon

s.22 is wanting to register on the BC Care Aid Registry. She currently works as a supervisor for staff caring for people with disabilities at s.22
s.22

Her certificate/diploma comes from an institution that is listed on the website and the process asks for either the graduation certificate or transcript. She decided to register recently and submitted her graduation certificate, thinking that if they needed the transcript, they would ask. What they asked for instead was that she recertify through a consultant named John Collins for a fee of over \$1200.00 by attending a course through them. s.22 was not able to certify her as competent as they do not have a RN on staff anywhere.

I am attaching the certificate of authority and would like you to help her through this apparent glitch in the registry's registration process so s.22 does not have to spend the time and money to be certified competent when she obviously already is. I will send another email along which contains the thread of communication between s.22 and the Registry.

I look forward to hearing back on how we can help s.22 with her registration.

Kind regards,

Laurie Geschke
Constituency Assistant

Marc Dalton, MLA
Maple Ridge – Mission

(604) 476-4530 or (604) 820-6203

Robertson, Derek HLTH:EX

From: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Sent: Wednesday, October 7, 2015 12:03 PM
To: Robertson, Derek HLTH:EX
Subject: RE: form letter about ambulance service in BC

Categories: Follow Up

Do you know when it might be available? May I say something like "The Ministry of Health is currently looking into the situation and I will provide you with their response when it is released." To the people who have sent in the form letters?

Kind regards,

Laurie Geschke
Constituency Assistant

Marc Dalton, MLA

Maple Ridge – Mission
(604) 476-4530 or (604) 820-6203

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 6, 2015 6:21 PM
To: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Subject: RE: form letter about ambulance service in BC

Hey Laurie,

The Ministry is currently in the process of developing a response and will get back to you once we receive it.

Derek
Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547
Derek.Robertson@gov.bc.ca

From: Geschke, Laurie [mailto:Laurie.Geschke@leg.bc.ca]
Sent: Tuesday, October 6, 2015 3:23 PM
To: Robertson, Derek HLTH:EX
Subject: form letter about ambulance service in BC

Hi, Derek

Has the Ministry created a template response to the form letters going out to MLA's about ambulance services?

I got another letter today but from a constituent and would like to use your letter.

Kind regards,

Laurie Geschke
Constituency Assistant

Marc Dalton, MLA
Maple Ridge – Mission
(604) 476-4530 or (604) 820-6203

Robertson, Derek HLTH:EX

From: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Sent: Friday, October 2, 2015 12:23 PM
To: Robertson, Derek HLTH:EX
Subject: RE: Form Letter re: Paramedic Response Time

Categories: Follow Up

Mandrillapp.com, I think. I've forwarded the email so you can see what it says.

Laurie Geschke
Constituency Assistant

Marc Dalton, MLA
Maple Ridge – Mission
(604) 476-4530 or (604) 820-6203

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 2, 2015 12:19 PM
To: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Subject: Re: Form Letter re: Paramedic Response Time

Do you know what website this letter is from by chance?

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Geschke, Laurie
Sent: Friday, October 2, 2015 12:16 PM
To: Robertson, Derek HLTH:EX
Cc: Dalton.MLA, Marc LASS:EX
Subject: FW: Form Letter re: Paramedic Response Time

We have one email in Marc Dalton's inbox that came last Thursday from a mass mailing site. We would appreciate a template response.

From: Born, Amber
Sent: October 1, 2015 3:31 PM
To: Crone, Jeffrey <Jeffrey.Crone@leg.bc.ca>; Robertson, Paige <Paige.Robertson@leg.bc.ca>

Cc: Taylor, Tricia <Tricia.Taylor@leg.bc.ca>; Kingsbury, Linda <Linda.Kingsbury@leg.bc.ca>; Nagy, Nancy <Nancy.Nagy@leg.bc.ca>; Geschke, Laurie <Laurie.Geschke@leg.bc.ca>

Subject: RE: Form Letter re: Paramedic Response Time

Hi Derek,

We have not had any calls or letters regarding this.

Amber Born
Constituency Assistant to
Darryl Plecas, MLC
Abbotsford South
T: 604-744-0700
F: 604-744-0701

From: Crone, Jeffrey
Sent: October 1, 2015 2:53 PM
To: Robertson, Paige <Paige.Robertson@leg.bc.ca>
Cc: Born, Amber <Amber.Born@leg.bc.ca>; Taylor, Tricia <Tricia.Taylor@leg.bc.ca>; Kingsbury, Linda <Linda.Kingsbury@leg.bc.ca>; Nagy, Nancy <Nancy.Nagy@leg.bc.ca>; Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Subject: FW: Form Letter re: Paramedic Response Time

Could you please respond to Derek Robertson on this inquiry!

From: Robertson, Derek HLTH:EX [<mailto:Derek.Robertson@gov.bc.ca>]
Sent: Thursday, October 01, 2015 1:09 PM
To: Sahota, Simran <Simran.Sahota@leg.bc.ca>; Klepsch, Kadagn <Kadagn.Klepsch@leg.bc.ca>; Crone, Jeffrey <Jeffrey.Crone@leg.bc.ca>; Martin, Rhiannon <Rhiannon.Martin@leg.bc.ca>; Karod, Suneil <Suneil.Karod@leg.bc.ca>; Richmond, Carl <Carl.Richmond@leg.bc.ca>; Green, Brianna <Brianna.Green@leg.bc.ca>; Hatley, Grant <Grant.Hatley@leg.bc.ca>
Cc: Dixon, Kevin <Kevin.Dixon@leg.bc.ca>; Olson, Marissa <Marissa.Olson@leg.bc.ca>
Subject: Form Letter re: Paramedic Response Time

Hello all,

This morning our office received a number of Constituent Assistant inquiries regarding local paramedic response times. It appears that a form letter is being sent to local Constituency Offices requesting statistics on response times for paramedics in their area.

I was hoping that you could check with your CA's as to whether they have received these letters and email me if they have. We will be preparing a template response for the CA's to use in case they receive these letters.

Many thanks,

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake

Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

Robertson, Derek HLTH:EX

From: Dhanowa, Damon HLTH:EX
Sent: Thursday, October 1, 2015 4:26 PM
To: Nagy, Nancy LASS:EX
Cc: Robertson, Derek HLTH:EX
Subject: s.22 -Temporary Premium Assistance.
Attachments: 20151001160640.pdf

Follow Up Flag: Flag for follow up
Flag Status: Completed

Categories: Follow Up

Hi Nancy, thanks for checking - I have Derek cc'd here and we will have staff look into this.

From: Nagy, Nancy <Nancy.Nagy@leg.bc.ca>
Sent: Thursday, October 1, 2015 4:23 PM
To: Dhanowa, Damon HLTH:EX
Subject: s.22 -Temporary Premium Assistance.

Hello Damon,

Sorry but Dereck Robertson did not come up in the global address. As per our conversation today here are the documents regarding our constituent s.22

When talking with HIBC they insisted that we include a consent form with s.22 signature and S.I.N. We have included our Certificate of Authority to Obtain Personal Information.

Your help regarding this is greatly appreciated.

Nancy Nagy
Constiuancy Assistant to
Marc Dalton, M.L.A.
Maple Ridge-Mission
604-476-4530

Robertson, Derek HLTH:EX

From: Kingsbury, Linda <Linda.Kingsbury@leg.bc.ca>
Sent: Thursday, October 1, 2015 3:02 PM
To: Robertson, Derek HLTH:EX
Subject: RE: Ambulance Response Times

Categories: Follow Up

Wonderful

From: Robertson, Derek HLTH:EX [mailto:Derek.Robertson@gov.bc.ca]
Sent: October 1, 2015 3:02 PM
To: Kingsbury, Linda <Linda.Kingsbury@leg.bc.ca>
Subject: Re: Ambulance Response Times

Thanks Linda,

We are preparing a template letter for Constituency Offices to be able to respond to these form letters.

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Kingsbury, Linda
Sent: Thursday, October 1, 2015 3:00 PM
To: Robertson, Derek HLTH:EX
Cc: Geschke, Laurie LASS:EX; Nagy, Nancy LASS:EX
Subject: Ambulance Response Times

Hi Derek,

Our office is also receiving letters on this issue.

Linda Kingsbury
Constituency Assistant to
Marc Dalton, MLA
Maple Ridge-Mission

604-476-4530
#102-23015 Dewdney Trunk Road
Maple Ridge, BC V2X 3K9

Robertson, Derek HLTH:EX

From: Dhanowa, Damon HLTH:EX
Sent: Monday, September 28, 2015 9:31 AM
To: Kingsbury, Linda G LASS:EX
Cc: Robertson, Derek HLTH:EX
Subject: RE: Re; back surgery

Categories: Follow Up

Hi Linda,

Do you mind if we send a letter directly to the constituent? Or would you prefer bullets back to the CO? Thanks :D

From: Kingsbury, Linda [mailto:Linda.Kingsbury@leg.bc.ca]
Sent: Monday, September 28, 2015 9:22 AM
To: Dhanowa, Damon HLTH:EX
Subject: FW: Re; back surgery

Morning Damon,

The attached letter is questioning why a type of surgery isn't covered – not a wait time for a change. Would you please see what you can find out for our Constituent? Thanks again,

From: s.22
Sent: September 25, 2015 6:36 PM
To: Dalton.MLA, Marc <Marc.Dalton.MLA@leg.bc.ca>
Subject: Re; back surgery

Attn. Mr. Marc Dalton MLA Maple Ridge

Robertson, Derek HLTH:EX

From: Dhanowa, Damon HLTH:EX
Sent: Wednesday, September 16, 2015 1:16 PM
To: Kingsbury, Linda G LASS:EX
Cc: Robertson, Derek HLTH:EX
Subject: MLA Marc Dalton re no tax on lift chair purchase question

Categories: Follow Up

Hi Laurie – as discussed see below. Please let me know if you need anything further, thanks :D^{s.22}

Legislation and Policy

- Section 8(1)(l) of the *Provincial Sales Tax Exemption and Refund Regulation* provides an exemption for “lift chairs designed to facilitate standing to sitting or sitting to standing, or both.”
- This exemption is listed on page 9 of Ministry Bulletin PST 207, *Medical Supplies and Equipment*.
- Ministry Bulletin PST 200, *PST Exemptions and Documentation Requirements*, states at page 4 that no documentation is required from the customer in order to receive the exemption.
- The Ministry cannot provide advice on the application of the Goods and Services Tax, as that is a federal sales tax which is administered by the Canada Revenue Agency.

Result

- A lift chair designed to facilitate standing to sitting or sitting to standing, or both, is exempt from PST.
- This exemption is available to all customers, and no documentation is required to qualify for it.
- The Ministry cannot confirm whether or not the purchase of a lift chair is subject to GST.

From: Kingsbury, Linda [<mailto:Linda.Kingsbury@leg.bc.ca>]

Sent: Tuesday, September 8, 2015 10:40 AM

To: Dhanowa, Damon HLTH:EX

Subject: no tax on lift chair purchase question

Hello Damon

My name is Laurie Geschke. I am a new constituency assistant for Marc Dalton. Here are the details that I have from the constituent,^{s.22}

She is wheelchair bound. She needs a new lift chair and was told that it could be purchased tax-exempt (both gst and pst exempt) if she gets a “form” or a “prescription” from her Doctor (which won’t be a problem for her as the Dr. is cooperative with things like that for^{s.22}

She will be purchasing the lift chair from^{s.22} and wants to confirm that she will be able to purchase it without paying the taxes if she gets a prescription from her Dr.

Can you confirm this for me, please?

I will confirm with^{s.22} this afternoon that we are looking into it for her, but that it seems to be a federal tax exemption. We will have to confirm this with the CRA, and it may take up to 10 business days, though we hope to have her answer before that if possible.

Thank you for putting a rush on this for^{s.22}

By the time you get an answer, I should have my own email address: lauriegeschke@gov.bc.ca

Laurie Geschke
CA to Marc Dalton, MLA
Maple Ridge-Mission

Linda Kingsbury
Constituency Assistant to
Marc Dalton, MLA
Maple Ridge-Mission

604-476-4530
#102-23015 Dewdney Trunk Road
Maple Ridge, BC V2X 3K9

Robertson, Derek HLTH:EX

From: Dalton.MLA, Marc <Marc.Dalton.MLA@leg.bc.ca>
Sent: Friday, October 2, 2015 12:21 PM
To: Robertson, Derek HLTH:EX
Subject: FW: My concerns on the issue of ambulance paramedic response times.
Attachments: SAP_Support_183.pdf

Categories: Follow Up

Yes, it is there in the from line just below my signature, "mandrillapp.com"

Laurie Geschke
Constituency Assistant

Marc Dalton, MLA
Maple Ridge – Mission
(604) 476-4530 or (604) 820-6203

From: s.22 [mailto:s.22]] On Behalf
Of s.22
Sent: October 1, 2015 2:45 PM
To: Dalton.MLA, Marc <Marc.Dalton.MLA@leg.bc.ca>
Subject: My concerns on the issue of ambulance paramedic response times.

Dear Marc Dalton,

Please find the attached letter, which details some of my concerns on the issue of ambulance paramedic response times. I am sure you will agree, every British Columbian deserves a quick response, by Paramedics, when they find themselves in a medical emergency.

I look forward to your support on this important issue.

Sincerely,

s.22

▪

Robertson, Derek HLTH:EX

From: Dhanowa, Damon HLTH:EX
Sent: Monday, September 28, 2015 11:20 AM
To: Kingsbury, Linda G LASS:EX
Cc: Robertson, Derek HLTH:EX
Subject: FW: Ambulance issue
Attachments: RAP Update_Sept 23 2015_KM.docx

Categories: Follow Up

Hi Linda,

Here are our general ambulance/RAP messages, and will see if we can draft something for Maple Ridge specific...

From: Dhanowa, Damon HLTH:EX
Sent: Monday, September 28, 2015 10:47 AM
To: Heinze, Laura R GCPE:EX
Cc: Scheffel, Emile HLTH:EX; Robertson, Derek HLTH:EX; Merrifield, Katy HLTH:EX
Subject: FW: Ambulance issue

Hi Laura,

Just a heads up on an issue regarding Ambulance wait time in Maple Ridge last night. Is there any background information/key messages we can provide to the CA's in case they receive more calls?

Thanks :D

From: Kingsbury, Linda
Sent: September 28, 2015 10:02 AM
To: Dalton, Marc <M.Dalton@leg.bc.ca>
Subject: s.22

Phoned the office this morning to give us a "heads up". He attended the All Candidates Meeting last night at the Senior's Centre and an elderly lady fell. He's not sure if she tripped or collapsed but the ambulance was called. The fire department arrived quickly and attended to her. After waiting about an hour and fifteen minutes for the ambulance, they gave up and loaded her onto a stretcher and took her to the hospital.

They had held up the meeting for about a half hour and then started it with the lady still laying on the floor. When the meeting started, s.22 said the crowd of about 400 people were directing their anger at Mike Murray.

Thought you might want to be aware, just in case.

Linda Kingsbury
Constituency Assistant to
Marc Dalton, MLA
Maple Ridge-Mission

604-476-4530

#102-23015 Dewdney Trunk Road
Maple Ridge, BC V2X 3K9

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Tuesday, January 5, 2016 9:28 AM
To: Geschke, Laurie LASS:EX
Subject: RE: s.22

Categories: Follow Up

Thanks Laurie.

Derek

From: Geschke, Laurie [mailto:Laurie.Geschke@leg.bc.ca]
Sent: Tuesday, January 5, 2016 9:23 AM
To: Robertson, Derek HLTH:EX
Cc: Nagy, Nancy LASS:EX; Kingsbury, Linda G LASS:EX
Subject: FW: s.22

Hi Derek

Here is the Certificate of Authority to inquire about^{s.22} application for BC MSP. I look forward to hearing back from you about this so I can let^{s.22} know when it should be processed for her.
Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

From: Geschke, Laurie
Sent: December 9, 2015 2:03 PM
To: 'Robertson, Derek HLTH:EX' <Derek.Robertson@gov.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>
Subject: RE:s.22

I forgot to attach the Certificate, so here it is but she said that she first applied in April and hasn't tried again since, so she will apply again, providing whatever the process requires as ID.
Thanks for responding so quickly, both of you!
Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

From: Geschke, Laurie

Sent: December 9, 2015 1:46 PM

To: 'Robertson, Derek HLTH:EX' <Derek.Robertson@gov.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>

Subject: s.22

Hello Damon and Derek

I don't know which one of you I should be contacting you initially, so please let me know.

s.22

As an adult til this past April she lived in Québec when she had full provincial medical coverage, however, since moving here, she has not been permitted to receive BC MSP. She is to be married shortly and plans to reside in BC permanently but every time she goes to the Dr, she must pay out of pocket.

I am attaching the Certificate of Authority. I would appreciate if you could tell me how ^{s.22} can get MSP coverage here in BC.

Kind regards,

Laurie Geschke

Constituency Assistant

for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Wednesday, December 23, 2015 1:28 PM
To: Geschke, Laurie LASS:EX
Subject: Re:s.22 follow up

Categories: Follow Up

Hey Laurie,

Hope all is well. I remember that during a phone conversation earlier in the month was I had advised that as this is an issue of quality of the service being provided by Fraser Health, the proper place to refer the family would be to the Patient Care Quality Office (PCQO) for Fraser Health. PCQO's were set up to help patients and their families resolve their care quality complaints. Because they have access to patient records, the PCQO's are often the most appropriate point of contact for patient-specific concerns. They can be contacted at 1-877-880-8823 or by email at pcqoffice@fraserhealth.ca.

Please let me know if there is anything further I can help you with on this file,

Derek

Derek Robertson
Executive Assistant to the Honourable Terry Lake
Minister of Health
Office: (250) 953-3547

Sent from my BlackBerry

From: Geschke, Laurie
Sent: Tuesday, December 22, 2015 3:27 PM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: s.22 follow up

Hi, Derek and Damon

I am just following up on a constituent who is a Care Aid but was having problems registering on the BC Care Aid Website.

I have not had any word from either you or her since my last email on her behalf on December 1st, and I'm wondering if her situation was resolved? Do you need any further information from me to follow up?

If not, I look forward to your response.

Kind regards,

Laurie Geschke

Constituency Assistant

for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Thursday, November 12, 2015 4:44 PM
To: Kingsbury, Linda G LASS:EX
Subject: (RESPONSE) 1041783 - MLA Marc Dalton re^{s.22} - Surgical Waiting Lists now 18 months long

Categories: Follow Up

Hey Linda,

Staff have prepared the following information for you to respond to^{s.22}

Let me know if you need anything further,

Derek

Cliff #1041783 – Mr. Marc Dalton, MLA, Maple Ridge-Mission, re:^{s.22} wait time for back surgery in Greater Vancouver

BACKGROUND

- MLA Dalton's office contacted the Ministry of Health on behalf of constituent^{s.22}
- ^{s.22} reported that she was advised by a specialist with the Vancouver Spine Program that her spinal surgery cannot take place for 18 months because of the number of patients needing surgery.
- She feels 18-month waiting lists are unacceptable and unnecessary, and inhumane in a country that is one of the wealthiest in the world.
- Wait times as reported on the BC Surgical Wait Time website (swt.hlth.gov.bc.ca) represent the time between when a patient's booking card is received by the hospital and the completion of the patient's surgery. The wait times reported do not include the wait to see a surgeon for a consultation.
- Between July 1 and September 30, 2015, 50 percent of patients who received spine surgery in the Vancouver Coastal region received surgery within 5.7 weeks of their booking, and 90 percent received surgery within 24.9 weeks of their booking. This is better than the provincial average of 50 percent having received their surgery within 8.9 weeks of their surgical consultation, and 90 percent within 31.0 weeks.

FINDINGS

- The patient has been seen by the spine clinic medical physician since 2010 and has been treated conservatively with medical interventions. This physician is not convinced that^{s.22} is a surgical candidate. In addition to recommending she see a surgeon at the spine clinic at VGH (date yet to be determined), the physician has also encouraged the patient to speak with her general practitioner about obtaining a second opinion referral to the spine service at Lion's Gate Hospital.
- Because^{s.22} has not been seen by a surgeon, Vancouver General Hospital (VGH) has not yet received a booking card.
- The spine clinic is currently trying to find an appointment date with one of the newer spine surgeons who has a shorter wait list. If, once the consultation is complete,
^{s.22} is determined to be a surgical candidate, the surgeon will submit a booking card.

From: Kingsbury, Linda <Linda.Kingsbury@leg.bc.ca>
Sent: Thursday, October 22, 2015 4:51 PM
To: Dhanowa, Damon HLTH:EX
Cc: Nagy, Nancy LASS:EX; Geschke, Laurie LASS:EX
Subject: FW: Surgical Waiting Lists now 18 months long

Hi Damon,

Please see the email below. I will be away from the office until November 2nd, hence, I have cc'd Nancy & Laurie. Please reply "all" with your response. Have a great week!

From: s.22 [mailto:s.22]
Sent: October 14, 2015 1:05 PM
To: Dalton.MLA, Marc <Marc.Dalton.MLA@leg.bc.ca>
Subject: Surgical Waiting Lists now 18 months long

October 14, 2015

Mr. Dalton,

I live in Maple Ridge and am writing you with an urgent issue.

I have been advised by a specialist with the Vancouver Spine Program that my spinal surgery cannot take place for 18 months because of the number of patients needing the procedure.

Further, I have learned that these long waiting lists are common. In fact, my doctor's staff is currently contacting every hospital in the Vancouver area to check on waiting times in hopes that we might find a shorter waiting list. However, my doctor has warned me not to get my hopes up.

I am a s.22

s.22 . Recently, I was laid off from s.22 as a result of restructuring.

I am in too much pain and too groggy from pain medication to work or look for work.

I will continue to receive severance for another six months and then go on UI. After that ends I will have no income to support myself or my family.

Surely Mr. Dalton, you agree that 18-month waiting lists are not only unacceptable and unnecessary; they are inhumane in a country that is one of the wealthiest in the world.

Recent polls taken during this election indicate that Canadians continue to want universal, government-provided, health care.

I urge you to take up the problem of unreasonably long surgical waiting lists. Please resist the unnecessary "naming and blaming" of political life and take leadership in a cause that will help every man, every woman and every child in B.C., regardless of age, race, ethnicity and education, who falls ill through no fault of their own.

Sincerely,

s.22

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Withheld pursuant to/removed as

s.22

Robertson, Derek HLTH:EX

From: Robertson, Derek HLTH:EX
Sent: Tuesday, November 10, 2015 10:56 AM
To: Geschke, Laurie LASS:EX
Subject: (RESPONSE) 1041715 - MLA Marc Dalton re s.22 - Care Card and Fraser Health mistakes

Categories: Follow Up

Hey Laurie,

Ministry staff have prepare the following information in regards to s.22 and her problems with Personal Health Number.

Please let me know if you need any further assistance,

Derek

Cliff #1041715– Mr. Marc Dalton, MLA, Maple Ridge-Mission, re: s.22 PHN verification concerns.

BACKGROUND

- MLA Dalton's office contacted the Ministry of Health on October 21, 2015, on behalf of constituent s.22 s.22 has experienced multiple issues with being confused with other patients of the same name at Ridge Meadows Hospital (RMH), including being provided with another patient's test results.
- s.22 also reported an incident at RMH in which she waited nine hours for treatment for blood clots after a nurse became angry when she pointed out that she had been given the wrong identity bracelet.
- s.22 has attempted to speak to staff at RMH regarding her concerns, but stated that no one has returned her calls.
- Fraser Health is legally bound by the *Freedom of Information and Protection of Privacy Act* (FIPPA) to protect patient privacy. Health authority staff members are ethically committed to ensuring personal information is treated confidentially, only used and shared for authorized purposes, and securely stored.

FINDINGS:

- As of October 27, 2015, the Patient Care Quality Office (PCQO) at Fraser Health had not received a complaint from s.22 or a complaint referral from staff at RMH. s.22 is encouraged to contact the PCQO to request a formal investigation into any inappropriate release of patient information and into the treatment she received while visiting the emergency department.
- The Fraser Health PCQO can be contacted at:
Fraser Health Patient Care Quality Office
11762 Laity Street, 4th Floor
Maple Ridge, B.C. V2X 5A3
Phone: 1-877-880-8823
Fax: 604-463-1888
Email: pcqoffice@fraserhealth.ca

SUGGESTED MLA RESPONSE

- Thank you for contacting me with your concerns about receiving incorrect records and billings from Fraser Health facilities, as well as your distressing wait in the emergency department at Ridge Meadows Hospital. I was sorry to hear that you have experienced these difficulties. Patient privacy and the responsible management of sensitive information are of the utmost importance, and I appreciated the opportunity to bring your situation to the attention of the Ministry of Health and the health authority.
- Fraser Health operates a Patient Care Quality Office that works to investigate complaints about the services received in health authority facilities. They are in the best position to launch an official investigation into the actions of staff at Ridge Meadows Hospital and report back to you with the results. The Patient Care Quality Officers have been briefed on your situation and are looking forward to working with you to resolve your concerns. To initiate a formal complaint, I encourage you to contact them at:

Fraser Health Patient Care Quality Office
11762 Laity Street, 4th Floor
Maple Ridge, B.C. V2X 5A3
Phone: 1-877-880-8823
Fax: 604-463-1888
Email: pcqoffice@fraserhealth.ca

From: Geschke, Laurie
Sent: Wednesday, October 21, 2015 2:27 PM
To: Dhanowa, Damon HLTH:EX
Subject: Care Card and Fraser Health mistakes

Hi, Damon

I am attaching the Certificate of Authority, a copy of the front and back of the Constituent's Care Card, and a requisition for an imaging report from June, 2012 as a sample of the mix up happening for s.22

There are at least three^{s.22} in the Fraser Health Region.

In the top section of the Requisition form for medical imaging, is^{s.22} correct information (except that it doesn't show her maiden name^{s.22} which she was asked to add by Blue Cross. The middle section is tests that were NOT done on this^{s.22} The bottom section is^{s.22}, but he did not order those tests. They may have been ordered by another Dr. at the same clinic, who also has a patient named^{s.22} but one of the local pharmacies told^{s.22} that they have 3^{s.22} on file.

s.22 has had her Blue Cross discount given to one of the other^{s.22} and has also almost been sold prescriptions that belong to another of the^{s.22} in the region. Last fall, she went to Ridge Meadows Hospital Emergency with blood clots in her leg and was given the wrong identity bracelet. When she pointed out the nurse's error, the nurse was angry and^{s.22} then had to wait 9 hours for treatment for the clots. She has also been given results of a mammogram that she did not undergo, and her file at the Dr's office contained an ECG that she had not had done either.

Mr. and ^{s.22} have tried to sort out this mixup at the Ridge Meadows Hospital but no one will call them back.

Please help straighten out the health and care card records for this ^{s.22}

Kind regards,

Laurie Geschke
Constituency Assistant

Marc Dalton, MLA
Maple Ridge – Mission
(604) 476-4530 or (604) 820-6203

McCormick, Erika HLTH:EX

From:McCormick, Erika HLTH:EX

Sent:15 Jan 2016 09:37:09 -0800

To:Scheffel, Emile HLTH:EX

Subject:FW: 1046994 - MLA Bing^{s.22}

re: Seniors Care Facilities in BC

This was all I found on cliff for MLA Bing.

From: Robertson, Derek HLTH:EX

Sent: Wednesday, January 6, 2016 11:59 AM

To: Docs Processing HLTH:EX

Cc: Andrachuk, Andrea HLTH:EX

Subject: 1046994 - MLA Bing - s.22 re: Seniors Care Facilities in BC

Hey Docs,

Can we get some information for MLA Bing to respond to the constituent below.

Thanks,

Derek

Derek Robertson

Executive Assistant to the Honourable Terry Lake

Minister of Health

Office: (250) 953-3547

Sent from my BlackBerry

From: Bing.MLA, Doug

Sent: Wednesday, January 6, 2016 11:52 AM

To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX

Subject: FW: New submission from Contact Your Constituency

Happy New Year, Gentlemen!! Hope you managed to fit some relaxation in over the holidays, as we are obviously back at work making up for lost time. ☺

Any chance you have the information for this constituent at your fingertips?

Cheryl Ashlie

Constituency Assistant to

MLA, Dr. Doug Bing

Maple Ridge-Pitt Meadows

604 465-9299

FAX 604 465-9294

From:s.22

Sent: January 5, 2016 12:14 PM

To: Bing.MLA, Doug

Subject: New submission from Contact Your Constituency

Name

s.22

Email

s.22

Riding

Maple Ridge / Pitt Meadows

Comments & Feedback

Good afternoon Mr. Bing,

I am wondering what BC Ministry is responsible for Senior Care here in BC? The BC Government website is not terribly informative on the subject. I have seen the Seniorsbc.ca site but it wasn't helpful in that regard. The main Ministry page has also has broken links (links to nowhere etc.) btw.

Generally speaking, what I am looking for ideally is access to listings for Senior Care facilities in BC both private and publically funded. I am also interested in any publically available information about those facilities that the government has collected. Ideally the information would be available on some government server in JSON format or even XML. I am an iOS developer looking for a new project and have some ideas about an application that would benefit greatly from any centralized information the government has available on this subject. I will also be asking this question on the DataBC website but my initial research into that service seems to indicate that they will not be able to be much help.

Perhaps the Assisted Living Registry (Ministry of Health) has the information on a server somewhere?

If you can help in finding either a point contact person in the responsible Ministry that can help access the information or you can provide information, if it exists, on where this data may be located, I would be most appreciative.

I can make myself available to discuss this request further at your convenience, if required.

Thank you for your efforts in advance.

Best Regards,

s.22

Scheffel, Emile HLTH:EX

From: Scheffel, Emile HLTH:EX
Sent: Wednesday, January 13, 2016 11:06 AM
To: Holme, Matt TRAN:EX; Geschke, Laurie LASS:EX
Cc: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX; Richmond, Valerie D SDSI:EX
Subject: RE: Kanaka Creek Lodge residents needing assistance

Thanks Matt. I'm sure Fraser Health is on top of it but will have staff touch base just to confirm.

E

From: Holme, Matt TRAN:EX
Sent: Wednesday, January 13, 2016 11:01 AM
To: Geschke, Laurie LASS:EX; Scheffel, Emile HLTH:EX
Cc: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX; Richmond, Valerie D SDSI:EX
Subject: RE: Kanaka Creek Lodge residents needing assistance

Further update:

- It has now been determined that seven of the ten residents displaced are on income assistance.
- The Regional Manager of the SWE has been attempting to reach Ministry of Social Development staff to discuss client supports.
- The EPC in Maple Ridge is Patrick Cullen, Ph604-230-8406, He has been in contact with the Fraser Health but we are unsure who specifically.
- The RM is currently waiting for a reply from the EPC as well as the Ministry of Social Development and Social Innovation.

Val, I am looping you in. It might be worth a call over to the ministry to see if there is a way to connect the emergency program coordinator in Maple Ridge and your ministry. All of the info on the file should be in the email chain, but if you have any questions please give me a call.

Matt

From: Geschke, Laurie [<mailto:Laurie.Geschke@leg.bc.ca>]
Sent: Tuesday, January 12, 2016 3:32 PM
To: Holme, Matt TRAN:EX; Scheffel, Emile HLTH:EX
Cc: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX
Subject: RE: Kanaka Creek Lodge residents needing assistance

Thank you for the information, Matt. Cheryl Ennis, EA for Mayor Nicole Read says she is working closely with Patrick on this situation for these elderly men. Perhaps he is the EPC. In any event, none of us want to see these men homeless, so I'm confident you will be able to do what needs to be done to keep them sheltered in the meantime. Please keep me informed when you have a solution for interim funding/housing. Thank you.
Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

From: Holme, Matt TRAN:EX [<mailto:Matt.Holme@gov.bc.ca>]
Sent: January 12, 2016 2:01 PM
To: Scheffel, Emile HLTH:EX <Emile.Scheffel@gov.bc.ca>
Cc: Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>; Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>; Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Subject: RE: Kanaka Creek Lodge residents needing assistance

Emergency Program Coordinator. Sorry, we use a lot of acronyms over here.

Matt

From: Scheffel, Emile HLTH:EX
Sent: Tuesday, January 12, 2016 1:45 PM
To: Holme, Matt TRAN:EX
Cc: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX; Geschke, Laurie LASS:EX
Subject: Re: Kanaka Creek Lodge residents needing assistance

Great thanks again.

E

From: Holme, Matt TRAN:EX
Sent: Tuesday, January 12, 2016 1:43 PM
To: Scheffel, Emile HLTH:EX
Cc: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX; Geschke, Laurie LASS:EX
Subject: RE: Kanaka Creek Lodge residents needing assistance

Further update:

"The response from the Southwest Region RM is that an extension for the residents had already been granted this morning for another day as attempts are made to establish a (longer-term) solution. The facility was a private assisted living building and the insurance covers the building only and not the residents. MOH is involved with the EPC of Maple Ridge to determine a solution for these men."

From: Scheffel, Emile HLTH:EX
Sent: Tuesday, January 12, 2016 1:19 PM
To: Holme, Matt TRAN:EX
Cc: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX; Geschke, Laurie LASS:EX
Subject: RE: Kanaka Creek Lodge residents needing assistance

Thanks Matt! E

From: Holme, Matt TRAN:EX
Sent: Tuesday, January 12, 2016 1:18 PM
To: Scheffel, Emile HLTH:EX
Cc: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX; Geschke, Laurie LASS:EX
Subject: RE: Kanaka Creek Lodge residents needing assistance

EMBC staff looked into this and I received the following message:

"Hi Matt – heard back from staff that the Regional Manager (RM) can extend Emergency Social Services. They are getting the RM to look into it and take action if they don't have any alternatives."

Laurie – if you are communicating with the affected residents I would temper the language at this point in case ESS cannot be extended or the alternatives are not what the affected residents expect. I would simply say EMBC is aware of the timeline and situation, and looking into it. My desk line is 250-356-8253 if you have any questions.

Thanks,
Matt

From: Scheffel, Emile HLTH:EX
Sent: Tuesday, January 12, 2016 12:01 PM
To: Holme, Matt TRAN:EX
Cc: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX
Subject: FW: Kanaka Creek Lodge residents needing assistance

Matt, as discussed.

Thanks E

From: Dalton.MLA, Marc [<mailto:Marc.Dalton.MLA@leg.bc.ca>]
Sent: Tuesday, January 12, 2016 11:15 AM
To: Robertson, Derek HLTH:EX; Dhanowa, Damon HLTH:EX
Subject: Kanaka Creek Lodge residents needing assistance

Hi, Damon and Derek

Cheryl Ennis, the Executive Assistant for Mayor Nicole Read in Maple Ridge called just now. On Saturday evening the Kanaka Creek Lodge was destroyed by fire. The 10 residents, all elderly men requiring daily support have been staying at the Quality Inn where their care aids and meals and medication are all be arranged by the Lodges staff.

However, tomorrow morning, the 72 hours of emergency financial support for the men expires and they will all be out on the street. My first thought when Cheryl said this was that it sure won't look good in the media tomorrow.

Mrs. Ennis, from City Hall, says that none of the men have family who can be of temporary support. She wanted to speak to Marc, but since he is away, I said I would contact you to see how we can go about providing these gentlemen extended support until they can be found new living arrangements.

If this information is not going to be enough for you to do something, could you let me know what I can do to help you help them.

I look forward to your response.

Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission

(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

Scheffel, Emile HLTH:EX

From: Bing, Doug <D.Bing@leg.bc.ca>
Sent: Thursday, January 7, 2016 3:51 PM
To: Scheffel, Emile HLTH:EX
Subject: Re: Key Messages - Maple Ridge/Pitt Meadows Ambulance Service

Thanks.

Sent from my iPad

On Jan 7, 2016, at 3:12 PM, Scheffel, Emile HLTH:EX <Emile.Scheffel@gov.bc.ca> wrote:

Doug,

I understand you have a request from CKNW on the ambulance issue. The BCEHS messages I shared with you previously are below, and I have attached our general messaging on BCEHS services.

If you need anything else at all, please don't hesitate to let us know.

E

BCEHS Response:

- * BC Emergency Health Services takes all patient care feedback very seriously.
- * We value input from the municipalities we serve on how to enhance patient care.
- * We are unable to comment on a petition we have not yet received.
- * BCEHS is currently collecting data to assist us in making evidence-based decisions about the services we provide.
- * A major part of this data collection is a comprehensive Deployment and Demand Review which will provide an analysis on call volume and demand trends now and to forecast future demands on our services.
 - ? This review examines detailed data from responses to patient events in the Lower Mainland and Greater Victoria.
- * This is the first time BCEHS has conducted such a thorough review of its services.
- * The goal of this project is to improve patient care and deploy our resources optimally.
- * The overarching goal for BCEHS is to implement a policy framework for BCEHS which aligns with the Ministry's goals of improving patient care and patient experiences.

BACKGROUND:

Maple Ridge stats:

- * 2014/2015 - 6,775 medical emergencies
 - ⌚ 11:56 Avg. emergency lights & siren response time
- * 2013/2014 - 6,660 medical emergencies
 - ⌚ 12:00 Avg. emergency lights & siren response time
- * 2012/2013 - 6,462 medical emergencies
 - ⌚ 12:02 Avg. emergency lights & siren response time

Scheffel, Emile HLTH:EX

From: Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Sent: Thursday, January 7, 2016 2:19 PM
To: Patterson, Ted HLTH:EX; Lake, Terry HLTH:EX; Brown, Stephen R HLTH:EX
Cc: Scheffel, Emile HLTH:EX; Bing.MLA, Doug LASS:EX
Subject: RE: Dentists and spouses

Hi all,

I would just like to add my two bits here. My understanding is that rather than use Ted's letter as an opportunity to work with its members to resolve the spousal issue in an amicable way, the College interpreted Ted's letter as allowing them to dig in its heels to maintain the status quo.

The College didn't want to change its stand on spouses because it had been working on a plan to expand the prohibition of treatment of spouses to family members and friends. To back-track on spouses would have forced them to abandon these plans which they still wish to impose on its members.

Why the College wants to do this is a mystery to its members and non-members alike as there is nowhere else in North America that does this. This issue is why the dentists have been battling. To me, this is a ridiculous notion, and the College's plans will only compound its first mistake, and make an absurd situation even worse. It would be helpful for you to know all this before you talk to the College.

Doug

From: Patterson, Ted HLTH:EX [mailto:Ted.Patterson@gov.bc.ca]
Sent: January 7, 2016 8:13 AM
To: Lake, Terry HLTH:EX <Terry.Lake@gov.bc.ca>; Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>
Cc: Scheffel, Emile HLTH:EX <Emile.Scheffel@gov.bc.ca>; Bing.MLA, Doug <Doug.Bing.MLA@leg.bc.ca>
Subject: RE: Dentists and spouses

Good morning Minister,

You will recall that when we last spoke about this, there was a suggestion that the College did not feel it had authority to under the HPA to address this situation in a more nuanced way, and you asked that we write a letter to the College clarifying government's position that the College is free to determine the appropriateness of relationships between dentists and their patients. We wrote that letter and stepped out of the way to let the College and its members to determine the appropriate result, but my sources tell me there has been quite a battle between the two groups ever since.

I will dig up the letter and ask staff to get an update from the College.

T

From: Lake, Terry HLTH:EX
Sent: Thursday, January 7, 2016 7:58 AM
To: Patterson, Ted HLTH:EX; Brown, Stephen R HLTH:EX
Cc: Scheffel, Emile HLTH:EX; Bing.MLA, Doug LASS:EX
Subject: Dentists and spouses

Ted

Please see the story below. I thought we had rectified this situation but the college is still saying the ministry is asking the college to uphold this ban which is absolutely not the case. Can you please call them today and straighten this out once and for all?

I have copied MLA Bing on this as he is very interested in this policy.

'Draconian': Ban on treating spouses, friends riles dentists

Vancouver Sun

Thursday, January 07, 2016

Page A01

By Bethany Lindsay

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Page 230

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Copyright

Terry Lake DVM
Minister of Health

Scheffel, Emile HLTH:EX

From: Bing, Doug <D.Bing@leg.bc.ca>
Sent: Monday, January 4, 2016 5:25 PM
To: Scheffel, Emile HLTH:EX; Dalton, Marc
Cc: Mills, Shane LASS:EX; Merrifield, Katy HLTH:EX; Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX
Subject: RE: Key Messages - Maple Ridge/Pitt Meadows Ambulance Service

Thanks, Emile, so far I have had two conversations with constituents about ambulance service, and the petition no doubt will be coming soon, so it is helpful for us to have some useful information to respond with.

From: Scheffel, Emile HLTH:EX [mailto:Emile.Scheffel@gov.bc.ca]
Sent: January 4, 2016 3:11 PM
To: Bing, Doug <D.Bing@leg.bc.ca>; Dalton, Marc <M.Dalton@leg.bc.ca>
Cc: Mills, Shane <Shane.Mills@leg.bc.ca>; Merrifield, Katy HLTH:EX <Katy.Merrifield@gov.bc.ca>; Dhanowa, Damon HLTH:EX <Damon.Dhanowa@gov.bc.ca>; Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>
Subject: RE: Key Messages - Maple Ridge/Pitt Meadows Ambulance Service

Further to this, wanted to let you both know that BCEHS will be doing an interview with Global on this topic. Their key messages are below, along with some information on Maple Ridge ambulance response times.

As always, let me know if we can be of assistance.

E

TOPIC: needing more ambulances in Maple Ridge

OUTLET: Global, John Daly

DETAILS: A local resident has brought a petition requesting more ambulance resources in Maple Ridge to the council. The Council has agreed to champion this request. It is still in the very early stages. Q's:

- What plans does BCEHS have for more resources?
- What is happening with the ORH Review?
- How seriously does BCEHS take requests from city councils or community for more resources?

Suggested Response:

Jodi Jensen to provide interview.

- BC Emergency Health Services takes all patient care feedback very seriously.
- We value input from the municipalities we serve on how to enhance patient care.
- We are unable to comment on a petition we have not yet received.
- BCEHS is currently collecting data to assist us in making evidence-based decisions about the services we provide.
- A major part of this data collection is a comprehensive Deployment and Demand Review which will provide an analysis on call volume and demand trends now and to forecast future demands on our services.
 - This review examines detailed data from responses to patient events in the Lower Mainland and Greater Victoria.
- This is the first time BCEHS has conducted such a thorough review of its services.
- The goal of this project is to improve patient care and deploy our resources optimally.

- The overarching goal for BCEHS is to implement a policy framework for BCEHS which aligns with the Ministry's goals of improving patient care and patient experiences.

BACKGROUND:

Maple Ridge stats:

- 2014/2015 - 6,775 medical emergencies
 - 11:56 Avg. emergency lights & siren response time
- 2013/2014 – 6,660 medical emergencies
 - 12:00 Avg. emergency lights & siren response time
- 2012/2013 – 6,462 medical emergencies
 - 12:02 Avg. emergency lights & siren response time

From: Scheffel, Emile HLTH:EX

Sent: Thursday, December 31, 2015 10:13 AM

To: 'Bing, Doug'; 'm.dalton@leg.bc.ca'

Cc: Mills, Shane LASS:EX; Merrifield, Katy HLTH:EX; Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX

Subject: Key Messages - Maple Ridge/Pitt Meadows Ambulance Service

Gentlemen,

You have likely seen the story below from the Maple Ridge News.

Just wanted to share our current messages on ambulance service in the area – noting that the results of BCEHS's deployment and demand review are expected early in the new year.

Any questions/concerns, let us know – in the meantime, wishing you a happy 2016.

E

- BC Emergency Health Services is always interested in exploring ideas and working with other first responders to find ways to better serve communities.
- BCEHS is undertaking a deployment and demand review across the Lower Mainland and Victoria, including Abbotsford, Maple Ridge and Mission.
- The review is looking at call locations, increases in call rates, and population increases. Results from that review are expected shortly.
- This review will help BCEHS plan strategically where it needs to adjust service levels and make future investments.
- The Ministry of Health and BCEHS will continue to monitor response times and call volumes, so people throughout British Columbia continue to receive high quality and timely service.

If asked whether response times have been effected by RAP changes:

- As a provincial system, the closest and most appropriate resource available is dispatched to calls on a priority basis.
- Ambulances and paramedics are dispatched based on their current location at the time of a call, not their home ambulance station.
- In 2013, BC Emergency Health Services adjusted the types of calls it responds to most urgently as part of its Resource Allocation Plan.

- In 2013 we adjusted the types of calls we respond to most urgently as part of our Resource Allocation Planning in order to respond to patients with life-threatening conditions faster. Data has found that these changes are working.

Demand for more paramedics

Maple Ridge News

Wednesday, December 30, 2015

Page 1

By Neil Corbett

Copyright

Page 235 to/à Page 236

Withheld pursuant to/removed as

Copyright

Scheffel, Emile HLTH:EX

From: Scheffel, Emile HLTH:EX
Sent: Tuesday, December 29, 2015 5:18 PM
To: Bing, Doug
Cc: Merrifield, Katy HLTH:EX; Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX
Subject: Re: Vancouver Sun request – dentists treating spouses

Thanks Doug that is greatly appreciated.

Cheers E

From: Bing, Doug
Sent: Tuesday, December 29, 2015 5:16 PM
To: Scheffel, Emile HLTH:EX
Cc: Merrifield, Katy HLTH:EX; Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX
Subject: Re: Vancouver Sun request - dentists treating spouses

Hi Emile,

Thanks for the heads-up on this. I am very familiar with this issue and have had a number of discussions with the Ministry, the College, the Association and interested dentists about this issue in the past year. If the press happens to contact me, I would have no qualms in discussing the issue with them and to reiterate the message that it is up to the College to regulate its members.

Doug

Sent from my iPad

On Dec 29, 2015, at 4:04 PM, Scheffel, Emile HLTH:EX <Emile.Scheffel@gov.bc.ca> wrote:

Hello Doug,

Hoping you are enjoying the holidays and that all is well with you and yours.

Just wanted to give you a heads up on a request we received from the Vancouver Sun regarding CDSBC's prohibition against dentists treating their spouses.

Our draft response is below – essentially, the Ministry's position is that this type of policy is up to the College – our role is limited to ensuring they have a patient relations program in place to safeguard professional ethics.

Please let me know if you have any questions or concerns.

Thanks E

--

Proposed Response:

Under the Health Professions Act, colleges are given the authority to govern the practice of their members in the public interest. This includes setting and enforcing the standards and rules of their

professions. The Ministry of Health's role is to ensure that the professional colleges have a patient relations program in place.

Neither the Health Professions Act nor the regulations explicitly forbid treating spouses, only that a patient relations program must be in place to prevent professional misconduct of a sexual nature. It is the duty of a college "to establish...a patient relations program to seek to prevent professional misconduct of a sexual nature."

The Ministry supports the role of the colleges in ensuring public safety and delivering high quality services. All Canadian provinces and many jurisdictions around the world use peer-based regulation models as part of a larger oversight system for health care workers.

The complete Health Professions Act can be found here: http://www.bclaws.ca/civix/document/id/complete/statreg/96183_01

Scheffel, Emile HLTH:EX

From: Dalton, Marc <M.Dalton@leg.bc.ca>
Sent: Friday, December 18, 2015 2:37 PM
To: Scheffel, Emile HLTH:EX
Subject: RE: Metis Nation BC

I appreciate it. Thanks

From: Scheffel, Emile HLTH:EX [mailto:Emile.Scheffel@gov.bc.ca]
Sent: December 18, 2015 2:36 PM
To: Dalton, Marc <M.Dalton@leg.bc.ca>
Cc: Merrifield, Katy HLTH:EX <Katy.Merrifield@gov.bc.ca>
Subject: Re: Metis Nation BC

Hello Marc,

And many thanks.

I haven't head one way or the other. Let me see what we can find out and get back to you.

E

From: Dalton, Marc <M.Dalton@leg.bc.ca>
Sent: Friday, December 18, 2015 2:35 PM
To: Scheffel, Emile HLTH:EX
Subject: Metis Nation BC

Hi Emile,

Congrats on the service award.

Question – has MOH funding been cut or reduced to Metis Nation BC? I had an inquiry from one of the executive who had been told that it was and asked if I could confirm.

Thanks

Marc Dalton

MLA Maple Ridge-Mission

Scheffel, Emile HLTH:EX

From: Scheffel, Emile HLTH:EX
Sent: Monday, November 2, 2015 5:01 PM
To: 'Bing, Doug'
Subject: RE: Dental supports

Thanks! No problem.

E

From: Bing, Doug [mailto:D.Bing@leg.bc.ca]
Sent: Monday, November 2, 2015 4:48 PM
To: Scheffel, Emile HLTH:EX
Subject: RE: Dental supports

Hi Emile

I am looking for my notes and will try to send them to you in a day or two.

Doug

From: Scheffel, Emile HLTH:EX [mailto:Emile.Scheffel@gov.bc.ca]
Sent: November 2, 2015 4:09 PM
To: Bing, Doug <D.Bing@leg.bc.ca>
Cc: Stewart, Ashley <Ashley.Stewart@leg.bc.ca>
Subject: Dental supports

Hello Doug,

Hope your week is off to a good start.

When we met last week, you mentioned doing some work around dental supports in other countries.

Would you like to share any of that work with us as we take a look at this issue?

Thanks and best,

Emile

CORE MESSAGING

Updated: September 2015

Ministry of Health

BC Emergency Health Services

- BC Emergency Health Services (BCEHS) provides emergency patient care and inter-facility patient transfer services.
- BCEHS responds to the emergency medical needs of over 4.4 million British Columbians and attends calls across the five regional health authorities, covering nearly 950,000 square kilometres.
- An ambulance crew is dispatched to a medical call nearly every minute of every day in BC.
- In 2014/15 BCEHS dispatched units to over 545,000 events and patient transfers.
- From 2001/02 to 2014/15, BCEHS ambulance pre-hospital event volume has risen by approximately 63 per cent, from 274,214 to 446,083.
- BCEHS is committed to providing timely and appropriate emergency patient care throughout B.C.
- We are committed to improving out of hospital patient care through programs such as community paramedicine, where paramedics can provide primary care services (within their scope of practice) in non-urgent settings, in partnership with local health care providers.

BC Emergency Health Services

- We are committed to providing timely and appropriate emergency patient care throughout B.C.
- While ambulance fees are not covered by the Canada Health Act, the B.C. government still covers almost 90 per cent of the cost of an ambulance trip.
- Compared to 10 years ago, we have more ambulances, more paramedics, more support vehicles, and more aircraft to

provide patients with emergency medical care and transportation.

Financial:

- Since 2001/02, the budget of BC Emergency Health Services (BCEHS) rose 117% – from \$148 million to \$322 million in 2015/16.
- From 2001/02 to 2015/16, the budget for air ambulance services has increased by \$35 million, or over 162%.

Paramedics:

- Between 2001/02 and 2014/15, the number of full and part-time paramedics and dispatchers employed by BCEHS has grown by 25% – from 3,157 to 3,945.
- The majority of full-time paramedics and dispatchers received a 21 per cent pay increase between 2001/02 and 2014/15 – an average increase of 1.8 per cent per year.

Fleet:

- Since 2001/02, BCEHS has added 73 ambulances and 49 support vehicles to the service. The BCEHS fleet currently consists of 508 ambulances and 77 support vehicles throughout the province.
- A dedicated helicopter located in Kamloops was added in 2011/12 and a transfer airplane located in Kelowna was added in 2007/08.

BC Patient Transfer Network:

- The BC Patient Transfer Network is a 24/7 provincial service that works with hospital physicians and efficient transfer of acute care patients between health care facilities.
- In 2014/15 the patient transfer network coordinated 77,879 inter-facility patient transfers.
- By using alternative service providers for low acuity transfers, the number of patient transfers done province-wide by BCEHS

has fallen by 25 per cent, from 128,413 in 2006/07 to 96,736 in 2014/15.

- Reducing the number of these transfers allows paramedics to focus on transfers that require paramedic care.

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Monday, January 18, 2016 1:43 PM
To: Scheffel, Emile HLTH:EX
Subject: RE: Call for Records -- please check your emails
Attachments: RE: My Voice; RE: MLA Doug Bing re s.22 - Provisions for food supplements for Diabetics on PWD; Re: MLA Bing Approval - Ridge Meadows NR - Website Created to Help Find a Doctor in Pitt Meadows and Maple Ridge; FW: RESPONSE: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times; RESPONSE: 1038188 - MLA Doug Bing re s.22 - Wait for Skin Cancer Surgery; Re: Oops!!! - Thank You and Best Wishes - Ministry of Health MO - Staffing update & goodbye for now! ; RESPONSE: 1038188 - MLA Doug Bing re s.22 - Wait for Skin Cancer Surgery; RESPONSE: unregulated counselling therapy; RESPONSE: 1038304 - MLA Dalton - s.22 - Glucose Monitor ; RESPONSE: 1035590a - follow up - MLA Marc Dalton re s.22 - We Care Home Care Service; Re: Congratulations; RE: SDSI - Bus Pass Program

Follow Up Flag: Follow up
Flag Status: Flagged

Emile,

Attached are my responsive records.

Thanks,
Kellie

Kellie O'Brien

Ministerial Assistant to the Hon. Peter Fassbender
Minister of Community, Sport & Cultural Development
and Minister Responsible for TransLink
T: 250-387-2283
E: Kellie.Obrien@gov.bc.ca

From: Scheffel, Emile HLTH:EX
Sent: Friday, January 15, 2016 8:51 AM
To: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX; Jukes, Shaina HLTH:EX; McCormick, Erika HLTH:EX
Cc: O'Brien, Kellie CSCD:EX; Wallace-Deering, Eric MEM:EX
Subject: Call for Records -- please check your emails
Importance: High

Hey team,

Could you please check your inboxes and sent items for any emails/attachments to or from MLA Doug Bing, MLA Marc Dalton, or their offices between Jan 1, 2015 and Jan 8, 2016. Please send me anything you have as a PDF.

Derek/Erika, could you please check cliff for any formal correspondence during the same range and provide any documents to me.

Deadline is end of day Monday, please and thanks.

Kellie and Eric, could you please do same?

E

DESCRIPTION OF REQUEST: Any correspondence received from or sent to MLA Doug Bing, MLA Marc Dalton, or their respective offices sent to or from the Minister's Office or Deputy Minister's Office. (Date Range for Record Search: From 01/01/2015 To 01/08/2016)

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Thursday, June 11, 2015 11:55 AM
To: Ashlie, Cheryl LASS:EX
Subject: RE: My Voice

Hahah! ☺

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of BC
D: 250-953-3547
C: 250-896-0685

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, June 11, 2015 11:55 AM
To: O'Brien, Kellie HLTH:EX
Subject: RE: My Voice

Okay, good to know. However, I will still convey the sense that they should be treated as a rare commodity, or the seniors will be storming the building and the wellness clinic will have set up cots. ☺

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: O'Brien, Kellie HLTH:EX [<mailto:Kellie.O'Brien@gov.bc.ca>]
Sent: June 11, 2015 11:52 AM
To: Ashlie, Cheryl
Subject: RE: My Voice

I don't think so! As long as they are being taken I think we will keep providing them ☺

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of BC
D: 250-953-3547
C: 250-896-0685

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, June 11, 2015 11:48 AM
To: O'Brien, Kellie HLTH:EX
Subject: RE: My Voice

As my mother used to say "Beggars can't be choosers." ☺

Thank you, Kellie.

But what is the protocol on this type of resource? Is it something that we have a limit on?—understanding there are always limits, but I guess I need to know what is reasonable and what is the practice, so I don't put you on the spot.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: O'Brien, Kellie HLTH:EX [<mailto:Kellie.O'Brien@gov.bc.ca>]
Sent: June 11, 2015 11:01 AM
To: Ashlie, Cheryl
Subject: RE: My Voice

Cheryl,

You make an excellent case! I'll ask for another 40 to be mailed.

Does that work?

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of BC
D: 250-953-3547
C: 250-896-0685

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, June 11, 2015 9:07 AM
To: O'Brien, Kellie HLTH:EX
Subject: FW: My Voice

Hi Kellie,

You were kind enough to get me copies of the "My Voice" publication. There was a seniors forum yesterday and they went quite quickly, so the centre was hoping to get another box to keep on hand for their "Wellness Clinic", which is a volunteer run health check clinic, run by retired nurses. Everything they do is by donation and this book is a good fit for some of the conversations they have with the seniors.

Did I make a good enough case for more? ☺

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: O'Brien, Kellie HLTH:EX [<mailto:Kellie.O'Brien@gov.bc.ca>]
Sent: May 8, 2015 5:03 PM
To: Ashlie, Cheryl
Subject: Re: My Voice

I'll get the info on how many come in a box first, and we'll go from there.

Kellie O'Brien
Executive Assistant to the
Honourable Terry Lake
Minister of Health, Province of BC
C: 250-896-0685

Sent from my iPhone

On May 8, 2015, at 4:29 PM, "Ashlie, Cheryl" <Cheryl.Ashlie@leg.bc.ca> wrote:

As many as we are allowed, as the seniors would like a box—not knowing how many are in a box, I would assume they mean at least 25-50 copies. And I wouldn't mind a few for our office.

Hope this is allowed.

Cheryl Ashlie
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: O'Brien, Kellie HLTH:EX [<mailto:Kellie.O'Brien@gov.bc.ca>]
Sent: May 8, 2015 2:42 PM
To: Ashlie, Cheryl
Subject: FW: My Voice

Hi Cheryl,

That's us!! I will ask staff to send you some. How many would you like?

Kellie

Kellie O'Brien
Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of BC
D: 250-953-3547
C: 250-896-0685

From: Tennant, Laura JAG:EX
Sent: Friday, May 8, 2015 2:26 PM
To: Ashlie, Cheryl LASS:EX
Cc: Conn, Gay LASS:EX; O'Brien, Kellie HLTH:EX
Subject: RE: My Voice

Hi Cheryl,

Google tells me this is Health. <http://www.health.gov.bc.ca/library/publications/year/2013/MyVoice-AdvanceCarePlanningGuide.pdf>

By way of cc, I'll ask Kellie to advise.

Thank you,
Laura

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Friday, May 8, 2015 2:07 PM
To: Tennant, Laura JAG:EX
Cc: Conn, Gay LASS:EX
Subject: My Voice

Hi Laura,

Are we able to make bulk orders of My Voice? The local seniors network would like to have some copies, so we wanted to look into getting a box of them.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Monday, July 6, 2015 9:36 AM
To: Docs Processing HLTH:EX
Cc: Foran, Grace E HLTH:EX; Andrachuk, Andrea HLTH:EX
Subject: RE: MLA Doug Bing res.22 - Provisions for food supplements for Diabetics on PWD

This is great – thanks.

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of BC
D: 250-953-3547
E: Kellie.Obrien@gov.bc.ca

From: Docs Processing HLTH:EX
Sent: Monday, July 6, 2015 9:21 AM
To: O'Brien, Kellie HLTH:EX
Cc: Docs Processing HLTH:EX; Foran, Grace E HLTH:EX; Andrachuk, Andrea HLTH:EX
Subject: MLA Doug Bing re s.22 - Provisions for food supplements for Diabetics on PWD

Hi Kellie:

We have no record of receiving anything for this constituent, however a different file from Dr. Bing, asking for a review of request for special diet was logged earlier this year. The response to that particular file (Cliff 1025338), was the following:

... the issue raised is not part of the responsibilities assigned to the Ministry of Health. The Ministry of Social Development and Social Innovation (SDSI) is responsible for providing funding to income assistance clients who require a special diet for a specific medical diagnosis or medical condition.

Regarding coverage for high-protein foods under the Ministry of Health's PharmaCare program, PharmaCare is responsible for providing financial assistance for eligible prescription drugs and designated medical supplies. Nutritional supplements are not provided under this program.

Drug Intelligence and Optimization branch has confirmed that the answer for a PWD on Diabetes, requesting provisions for food supplements, would be the same.

Let me know if you need anything further.

Thanks so much,

Kathy Simonson
Program Coordinator / DPU / Deputy Minister's Office / Ministry of Health
5-3 1515 Blanshard St, Victoria BC V8W 3C8
Telephone 250 952-0998

kathy.simonson@gov.bc.ca

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From: O'Brien, Kellie HLTH:EX
Sent: Friday, July 3, 2015 4:15 PM
To: Docs Processing HLTH:EX
Subject: FW:s.22 - Certificate of Authority

Docs –

Did this ever come to us?

Kellie O'Brien
Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of BC
D: 250-953-3547
E: Kellie.Obrien@gov.bc.ca

From: Sieg, Brenda [<mailto:Brenda.Sieg@leg.bc.ca>]
Sent: Friday, July 3, 2015 4:14 PM
To: O'Brien, Kellie HLTH:EX
Cc: Lamothe, Steven P SDSI:EX; Ashlie, Cheryl LASS:EX
Subject: s.22 1 - Certificate of Authority

Hi Kellie,

Here is the Certificate of Authority. I hope this will help.

Have a great weekend,

Brenda Sieg
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
104 – 20130 Lougheed Highway
Maple Ridge, B.C. V2X 2P7
Telephone: 604-465-9299
Fax: 604-465-9294

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Friday, July 17, 2015 2:42 PM
To: Bing, Doug
Cc: Ashlie, Cheryl LASS:EX
Subject: Re: MLA Bing Approval - Ridge Meadows NR - Website Created to Help Find a Doctor in Pitt Meadows and Maple Ridge

Your welcome! Have a nice weekend.

Kellie

Kellie O'Brien
Executive Assistant to the
Honourable Terry Lake
Minister of Health, Province of BC
C: 250-896-0685

Sent from my iPhone

On Jul 17, 2015, at 2:28 PM, "Bing, Doug" <D.Bing@leg.bc.ca> wrote:

Quote is approved, thanks Kellie, looks good!

From: O'Brien, Kellie HLTH:EX [<mailto:Kellie.O'Brien@gov.bc.ca>]
Sent: July 17, 2015 1:34 PM
To: Bing, Doug
Cc: Ashlie, Cheryl
Subject: MLA Bing Approval - Ridge Meadows NR - Website Created to Help Find a Doctor in Pitt Meadows and Maple Ridge
Importance: High
MLA Bing,

As promised, below is a quote for your review and approval. As previously discussed, we will stick with the date of Tuesday, July 21st for release. Please let me know if you have any concerns.

Quote:

"I know what a positive impact these two websites will have for residents looking for a doctor in Maple Ridge and Pitt Meadows," said Dr. Doug Bing, MLA for Maple Ridge-Pitt Meadows. "Having good access to health care services means better health for individuals and strengthens the community as a whole."

Website Created to Help Find a Doctor in Pitt Meadows and Maple Ridge

Ridge Meadows, BC - The Ridge Meadows Division of Family Practice recently launched a website to help local residents find doctors in their community who are accepting new patients. Patients who live in Maple Ridge and are looking for a doctor can visit www.findadoctormapleridge.ca. Patients who live in Pitt Meadows can visit www.findadoctorpittmeadows.ca.

If there are family physicians in the community who are accepting patients, they will be listed on the website. There may not always be doctors who are taking new patients, but it is hoped that this will be a valuable resource for people in the community who are trying to find a doctor.

"The creation of this website will help residents of Ridge Meadows locate GPs taking patients in their area," said Health Minister Terry Lake. "This is one example of many collaboration projects taking place between the Provincial Government and the Doctors of BC to support improved access in primary health care."

The website is one of a number of projects launched by the Division as part of A GP for Me, a joint initiative of the Government of BC and Doctors of BC. A GP for Me aims to strengthen the health care system by enabling patients who want a family doctor to find one and by increasing the capacity of the primary health care system.

Pitt Meadows and Maple Ridge are growing communities and many family physicians in the area are expected to retire sometime in the next decade. Research shows that patients who regularly see the same family doctor have better health outcomes and are happier with the health care they receive, so the Ridge Meadows Division is taking proactive measures to plan for the future.

"I know what a positive impact these two websites will have for residents looking for a doctor in Maple Ridge and Pitt Meadows," said Dr. Doug Bing, MLA for Maple Ridge-Pitt Meadows. "Having good access to health care services means better health for individuals and strengthens the community as a whole."

Other A GP for Me strategies include a robust recruitment and retention program to attract doctors to our communities and to encourage them to stay. This strategy has been very successful and a number of family physicians have been recruited in the last year who have taken on new patients.

"Our community recognizes that the recruitment and retention of physicians is everyone's responsibility," says Dr Ursula Luitingh, Board Chair for the Ridge Meadows Division of Family. "The success of our recruitment efforts is in large part due our warm, welcoming and friendly community members and physicians who contribute to our recruitment and retention program."

Work is also ongoing to help doctors increase their capacity to take on new patients by delegating administrative and non-essential clinical functions to appropriate staff members in their practices.

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Thursday, August 13, 2015 2:22 PM
To: Tyson, Jo HLTH:EX
Subject: FW: RESPONSE: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times

Jo,

Can I please see this before it goes.

Thanks

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of B.C.

D: 250-953-3547

E: Kellie.Obrien@gov.bc.ca

From: O'Brien, Kellie HLTH:EX
Sent: Wednesday, August 12, 2015 11:24 AM
To: Tyson, Jo HLTH:EX
Subject: RE: RESPONSE: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times

Jo,

s.22

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of B.C.

D: 250-953-3547

E: Kellie.Obrien@gov.bc.ca

From: Tyson, Jo HLTH:EX
Sent: Wednesday, August 12, 2015 10:44 AM
To: O'Brien, Kellie HLTH:EX
Subject: RE: RESPONSE: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times

We will need the woman's name and contact info ☺

From: O'Brien, Kellie HLTH:EX
Sent: Wednesday, August 12, 2015 10:39 AM
To: Tyson, Jo HLTH:EX
Subject: RE: RESPONSE: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times

The constituent s.22 is the woman's husband who passed away - has met with MLA Bing which prompted these questions.

Can we work on a draft letter then – using the info provided in the bullets. Reply Direct is fine.

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of B.C.
D: 250-953-3547
E: Kellie.Obrien@gov.bc.ca

From: Tyson, Jo HLTH:EX
Sent: Wednesday, August 12, 2015 10:30 AM
To: O'Brien, Kellie HLTH:EX
Subject: RE: RESPONSE: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times

I couldn't find anything to a^{s.22} The drafter of these bullets told me that she was never aware of this complaint being specific to a constituent.

From: O'Brien, Kellie HLTH:EX
Sent: Wednesday, August 12, 2015 8:49 AM
To: Tyson, Jo HLTH:EX
Subject: RE: RESPONSE: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times

Sorry – I don't think its included.

s.22 is the name of the constituent.

If we have responded can I please see that.

Thanks,
Kellie

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of B.C.
D: 250-953-3547
E: Kellie.Obrien@gov.bc.ca

From: Tyson, Jo HLTH:EX
Sent: Tuesday, August 11, 2015 4:40 PM
To: O'Brien, Kellie HLTH:EX
Subject: RE: RESPONSE: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times

What is the name of the constituent? Am i missing it??

From: O'Brien, Kellie HLTH:EX
Sent: Tuesday, August 11, 2015 4:21 PM
To: Tyson, Jo HLTH:EX
Subject: FW: RESPONSE: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times

Jo,

I was handling this as a case file – the MLA is now asking for a letter to be sent to the constituent – I'm not sure if one may have already been sent. Could you please check and let me know.

Thanks,
Kellie

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of B.C.
D: 250-953-3547
E: Kellie.Obrien@gov.bc.ca

From: O'Brien, Kellie HLTH:EX [<mailto:Kellie.Obrien@gov.bc.ca>]
Sent: July 30, 2015 9:29 AM
To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>
Subject: RESPONSE: 1037227 - MLA Doug Bing re Dion Weisner - questions regarding ambulance times

Cheryl,

It appears I am much more organized then I ever thought! I had sent this off for information the day Dion sent it to me. So, with that being said I was provided with the information this morning. I have read it over and feel it is quite fulsome.

With that being said, do you mind sharing it with MLA Bing and then letting me know if he requires clarification/more information on any of the questions.

Thanks,
K.

The BC Emergency Health Services (BCEHS) provided the following responses to the questions posed by Dr. Bing.

1. What are our region's wait times and the percentage of times the target is met?

As a provincial system, the BCEHS aims to send the closest and most appropriate resources to a medical emergency, regardless of regional boundaries. In 2014/15, BCEHS paramedics responded to 1,509 9-1-1 calls in Pitt Meadows and 6,775 9-1-1 calls in Maple Ridge. The average emergency lights and sirens response times in Maple Ridge have improved marginally, from 12 minutes in 2013/14 to 11 minutes and 56 seconds in 2014/15. The average emergency lights and siren response in Pitt Meadows increased from 12 minutes, 38 seconds in 2013/14 to 13 minutes, 11 seconds in 2014/15.

2. What is the overall provincial goal with paramedic response and service model?

There is no overall provincial response time goal due to the vast and diverse geography of BC. However, in urban and metro areas (areas with a population over 15,000), BCEHS sets itself a target to arrive on scene to events that require an emergency lights and siren response within 9 minutes, 90 per cent of the time. Some examples of events that require an emergency lights and siren response include heart attacks, strokes, air way obstructions, and significant injury or illness to children or vulnerable adults.

In 2014/15, BCEHS met this target 54.7 per cent of the time, compared to 53.6 per cent in 2013/14. However, response time is not the only factor in determining patient outcomes. Ensuring the most appropriate resource(s) are dispatched based on the patient's acuity, location, and the proximity of suitable, receiving health care facilities, are also key factors in improving patient outcomes.

3. Are there conversations regarding utilizing the fire departments at the paramedic level, via provincial funding model? I understand there was a pilot project in Prince George, and Delta is also looking at it.

First responders play a vital role in pre-hospital care. BCEHS has participated in first responder pilot projects sporadically over the past few years; however, in order to ensure consistency and avoid duplicating services with taxpayer resources, BCEHS established a Lower Mainland first responders working group to develop a plan for improving patient care that includes greater participation from municipal first responders.

4. Are there conversations with UBCM in regards to this topic?

Yes, response times and the Resource Allocation Plan (RAP) are topics that BCEHS have addressed at previous UBCM conventions.

5. Is there anything else that you believe would be useful to this issue?

With the help of Operational Research in Health Ltd., BCEHS is conducting a comprehensive review of current resources, deployment models, call locations, increases in call rates, response times, demographics, and population needs with input from municipalities, first responder agencies and health authorities. This is the first time BCEHS has conducted such a thorough review of its services. This review will help BCEHS forecast demand and decision-making in regards to setting service delivery standards, and outline the reasonable system costs to achieve those standards.

- BCEHS would encourage the families who had unsatisfactory experiences with ambulance service to contact the Provincial Services Health Authority's Patient Care Quality Office (PCQO) so that these events can be reviewed. Patient feedback is used to identify areas within the system where improvements to the quality and safety of care can be made. Contact information is as follows:

Provincial Health Services Authority
Patient Care Quality Office
Suite 202, 601 West Broadway
Vancouver, BC V5Z 4C2
Phone: 1-888-875-3256 (toll free)
Fax: 1-604-829-2619
Email: pcqo@phsa.ca
Website: www.phsa.ca

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of B.C.
D: 250-953-3547
E: Kellie.O'Brien@gov.bc.ca

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Thursday, July 9, 2015 1:34 PM
To: O'Brien, Kellie HLTH:EX
Subject: FW: questions regarding ambulance times

Hi Kellie,

I thought that the questions below would be something the research group looked at—trying to prevent expanding your workload—but it appears they want me to send them to you. ☹ Can you assist with the answers to the questions below for Doug?

Thanks you.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

From: Ashlie, Cheryl
Sent: July 9, 2015 12:31 PM
To: Weisner, Dion
Subject: questions regarding ambulance times

Hi Dion,

I believe I have not had the pleasure of reaching out to you for research assistance before, so I hope that this request is in line with what your services are set up for. Doug has been approached by a couple of citizens who have had less than satisfactory outcomes with their wait times for ambulance service. One gentleman had to wait with his wife, who suffered a massive stroke due to her primary medical condition (cancer), for 30 minutes. Fire arrived within 7 minutes, but they could not assist with the transport. He was informed by the paramedic that they had to come from Delta, as nothing in Maple Ridge and Pitt Meadows, or closer, was available. The other gentleman had to wait in agonizing pain for 9 minutes, as he suffered a pancreatic attack. He recognizes his case is not as bad, but through sharing his experience with other people, he is finding that many people have similar stories.

Both men want to have wait times for ambulance service shortened and want to achieve a greater degree of service for our community overall and want Doug to support their initiative. The one gentleman has been approached to go to the opposition, but he feels that the government, if understanding the facts, would address the issue.

Doug would like the following information:

What is our regions wait times and % of times that the target is met?
What is the overall provincial goal with paramedic response and service model?
Are there conversations regarding utilizing the fire departments at the paramedic level, via provincial funding model?
Understanding there was a pilot project in Prince George and Delta is also looking at it.
Are there conversations with UBCM in regards to this topic?
Is there anything else that you believe would be useful to this issue?

Thanks, Dion. Please feel free to call me, if you need further clarification.

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299

FAX 604 465-9294

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Wednesday, August 19, 2015 3:43 PM
To: Ashlie, Cheryl LASS:EX
Subject: RESPONSE: 1038188 - MLA Doug Bing re^{s.22} - Wait for Skin Cancer Surgery
Importance: High

Cheryl,

Ministry of Health staff have prepared the following information in regards to your constituent^{s.22}

BACKGROUND

- ^{s.22} waited over a year to receive surgery to remove skin cancer^{s.22}. She was told by her surgeon that, due to regulations, there is limited access to the surgery. Mr. Bing's office contacted the Ministry of Health on July 30, 2015, to seek clarification as to why the procedure would be limited to the point of a year-long wait for cancer treatment.

FINDINGS

- Mohs surgery is a specialized micrographic surgical procedure that involves removing a skin cancer tumour layer by layer until no cancer remains. It is often used in areas where it is essential to remove as little tissue as possible, such as on the face.
- Mohs surgery requires specialized training and ability. There are currently only 17 practitioners in Canada certified to perform Mohs surgery by the worldwide regulatory body, the American College of Mohs Surgery.
- In British Columbia, Mohs surgery is available only at the UBC Skin Care Centre in Vancouver. An additional Mohs surgeon has recently joined the practice, which may improve future wait times.
- Referrals for Mohs surgery are triaged based on the severity of cancer, the typical rate of cancer growth, and the risk of metastatic spread. The location of the cancer may also play a lesser role in prioritizing cases.
- Requests for removal of basal cell cancers, which are typically slow-growing, non-metastatic cancers, may wait longer than requests involving faster-moving or metastatic cancers. In the case of basal cell cancers, this wait time usually has little effect on the size of the cancer, the complexity of the surgery, and final patient outcomes.
- The American College of Mohs Surgery may be able to provide more information about the requirements for certification. They can be reached by phone at 1 800-500-7224 or by email at info@mohscollege.org.
- The College of Physicians and Surgeons of British Columbia is responsible for regulating the practice of medicine in the province, and may also provide more information about what is required of dermatologists who wish to perform Mohs surgery. The College can be reached by phone at 604 733-7758 (toll-free at 1 800 461-3008) or by email through their online form at: <https://www.cpsbc.ca/contact-us>.

SUGGESTED MLA RESPONSE

- Thank you for contacting my office about the wait time for Mohs surgery in British Columbia. I am glad you received your surgery and hope you are recovering well.

- As you may be aware, Mohs surgery requires specialized training and ability. There are currently only 17 practitioners in Canada who are certified by the American College of Mohs Surgery, which is the worldwide regulatory body for the procedure. In British Columbia, Mohs surgery is only performed at the UBC Skin Care Centre in Vancouver. These limitations have led to longer wait times for some people seeking the procedure within the province.
- However, I am pleased to share that another Mohs surgeon has recently joined the UBC Skin Care Centre, which is a positive step towards improving wait times.
- I have also been assured that cases are triaged based on information from patients' referring physicians regarding the severity of their cancer, the typical rate of cancer growth, and the risk of metastatic spread. This helps ensure that those in need of immediate surgery receive it. Requests for the removal of basal cell cancers, which are usually slow-growing and non-metastatic, may wait longer for treatment but, in most cases, this delay has little effect on final patient outcomes. However, I can appreciate the impact waiting for a procedure can have on patients.
- If you are interested in further information about how the American College of Mohs Surgery certifies practitioners, the college can be reached by phone at 1 800-500-7224 or by email at info@mohscollege.org.
- The College of Physicians and Surgeons of British Columbia is responsible for regulating the practice of medicine in the province, and may also provide more information about what is required of dermatologists who wish to perform Mohs surgery. The College can be reached by phone at 604 733-7758 (toll-free at 1 800 461-3008) or by email through their online form at: <https://www.cpsbc.ca/contact-us>.
- I hope this information is helpful. Thank you again for bringing your concerns to my attention. I appreciate the opportunity to respond.

Please let me know if anything else is required.

Kellie

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of B.C.
D: 250-953-3547
E: Kellie.Obrien@gov.bc.ca

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]

Sent: Thursday, July 30, 2015 3:32 PM

To: O'Brien, Kellie HLTH:EX

Subject: FW: Cert of Author- s.22

Hi Kellie,

This one may require some research. The woman said it is not imperative to have the answer right away, as she had the surgery, but it has sat in our office for a while, due to her saying we can follow up when we have time. I am hoping your workload is a little lighter??? ☺

Thanks

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299

FAX 604 465-9294

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]

Sent: July 30, 2015 3:30 PM

To: Ashlie, Cheryl <Cheryl.Ashlie@leg.bc.ca>

Subject: Cert of Author- s.22

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Wednesday, September 2, 2015 3:07 PM
To: Sieg, Brenda LASS:EX
Subject: Re: Oops!!! - Thank You and Best Wishes - Ministry of Health MO - Staffing update & goodbye for now!

Thanks Brenda.

Kellie

Kellie O'Brien
Ministerial Assistant to the
Hon. Peter Fassbender
Minister of Community, Sport & Cultural Development
and Minister Responsible for TransLink

T: 250-387-2283
E: Kellie.O'Brien@gov.bc.ca

Sent from my iPhone

On Sep 2, 2015, at 3:01 PM, "Sieg, Brenda" <Brenda.Sieg@leg.bc.ca> wrote:

That was an "oops", sent too soon!!!

☺ Brenda Sieg
Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
Telephone: 604-465-9299
Fax: 604-465-9294

From: Sieg, Brenda
Sent: September 2, 2015 3:00 PM
To: 'O'Brien, Kellie HLTH:EX' <Kellie.O'Brien@gov.bc.ca>
Subject: Thank You and Best Wishes - Ministry of Health MO - Staffing update & goodbye for now!
Thank you, Kellie.

Your comment, "I am always impressed with your level of thoughtfulness, integrity and hard work. Keep it up.", could refer to you! Thank You are much appreciated.

Best Wishes in your new position.

Sincerely,

From: O'Brien, Kellie HLTH:EX [<mailto:Kellie.O'Brien@gov.bc.ca>]
Sent: August 27, 2015 1:47 PM
Cc: Robertson, Derek HLTH:EX <Derek.Robertson@gov.bc.ca>
Subject: Ministry of Health MO - Staffing update & goodbye for now!

Importance: High

Good Afternoon Colleagues,

Just sending a quick note and update on our office staffing. Effective, Monday August 31st, I will be moving to the Ministry of Community, Sport and Cultural Development as the Ministerial Assistant.

Derek Robertson, who some of you may know from his role as Legislative Assistant in Government Caucus will be taking over for me. Damon Dhanowa will remain in the office as the other EA in the Ministry. Starting tomorrow, all case files should be directed to Derek Robertson. His email is Derek.Robertson@gov.bc.ca and he is copied on this email for your convenience.

You know I couldn't send an update email without attaching our process document (just as a refresher!)



I wanted to take this opportunity to thank each of you for being so wonderful to work with. Not many know how hard it is to work on the front lines of MLA offices, each of you do this and do it well. We are lucky to have Constituency Assistants like you working for our MLAs.

I am always impressed with your level of thoughtfulness, integrity and hard work. Keep it up.

This isn't goodbye, it's talk to you soon.

Thanks,

Kellie

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake

Minister of Health, Province of B.C.,

D: 250-953-3547

E: Kellie.O'Brien@gov.bc.ca

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Friday, August 28, 2015 11:57 AM
To: Ashlie, Cheryl LASS:EX
Cc: Dhanowa, Damon HLTH:EX; Robertson, Derek HLTH:EX
Subject: RESPONSE: unregulated counselling therapy

Importance: High

Hi Cheryl,

Below is an update from staff in regards to your questions about unregulated counselling therapy.

- In December 2014, the Ministry learned that FACT BC's membership did not include several key groups, including the Professional Association of Christian Counsellors and Psychotherapists (PACCP) and the Spiritual Health Advisory Council (the SH Council), and subsequently encouraged the groups to meet together to identify common interests.
- In February 2015, PACCP and the SH Council met with FACT BC for the first time, and they continue to work together to explore various regulatory options.
- In April 2015, the Ministry informed FACT BC that, due to competing priorities, further work on exploring the various regulatory options for counselling therapists would not resume until Spring 2016
- To date, no specific regulatory determination for counselling therapists has been made.

Thanks,
Kellie

Kellie O'Brien
Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of B.C.
D: 250-953-3547
E: Kellie.Obrien@gov.bc.ca

From: Ashlie, Cheryl [<mailto:Cheryl.Ashlie@leg.bc.ca>]
Sent: Tuesday, August 25, 2015 8:55 AM
To: O'Brien, Kellie HLTH:EX
Subject: unregulated counselling therapy

Hi Kellie,

A couple of constituents have been following the discussions on unregulated counselling therapy, as they have been involved in advocating for an oversight body for this group of counsellors. When it was first brought to Doug's attention we were provided a backgrounder stating that discussions were taking place. Because this was about a year ago, my flag to follow up has come up, so I am wondering if there has been any progress that would be of interest to Doug that he could report out to his constituents?

Thanks!

Cheryl Ashlie

Constituency Assistant to
MLA, Dr. Doug Bing
Maple Ridge-Pitt Meadows
604 465-9299
FAX 604 465-9294

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Monday, August 24, 2015 9:23 AM
To: Duyns, Mark LASS:EX
Cc: Parkinson, Sharen LASS:EX
Subject: RESPONSE: 1038304 - MLA Dalton - s.22 - Glucose Monitor

Importance: High

Hi Mark,

Ministry of Health staff have reviewed this request and have prepared the following information.

Subject:

s.22 has contacted the office of Marc Dalton, M.L.A for Maple Ridge-Mission, on behalf of his grandson, s.22, s.22 and a Type 1 Diabetic patient who requires a continuous glucose monitor. The cost of this monitor is a significant burden for his family and they would like to know if there is any funding assistance/coverage available from the Ministry of Health (the Ministry) via PharmaCare or Medical Services Plan (MSP).

Background:

- Blood glucose monitoring is a way of testing the concentration of sugar in the blood. Blood glucose monitoring reveals individual patterns of blood glucose changes, and helps in the planning of meals, activities, and at what time of day to take medications.
- A blood glucose test is performed by piercing the skin (typically, on the finger) to draw blood, then applying the blood to a chemically active disposable "test-strip." Patients should test their blood sugar levels only when they have a reason to test.
- A continuous glucose monitor determines glucose levels on a continuous basis (every few minutes). A typical system consists of:
 - a disposable glucose sensor placed just under the skin, which is worn for a few days until replacement
 - a link from the sensor to a non-implanted transmitter which communicates to a radio receiver
 - an electronic receiver worn like a pager (or insulin pump) that displays glucose levels with nearly continuous updates, as well as monitors rising and falling trends.

Bullets for MLA:

- - MSP is the provincial insurance program that pays for required medical services.
 - PharmaCare is the Ministry program that provides assistance to residents with the cost of eligible prescription drugs and a limited selection of designated medical supplies.
 - PharmaCare is unable to provide reimbursement for all supplies and devices available to assist individuals with their health needs, including continuous glucose monitoring systems and the supplies associated with them.

- As a publicly funded insurance program, PharmaCare is responsible for careful stewardship of funds. Given the fiscal pressures affecting PharmaCare and the broader health system, the program has limited capacity to expand coverage for new benefits and must be very selective in that regard.
- Please be aware that the decision not to provide coverage for continuous glucose monitoring systems is not a comment on the therapeutic value of this product, but rather a reflection of the limits of PharmaCare's available funding.
- Having the appropriate supports and coverage in place for children like ^{s.22} who suffer chronic disease, such as diabetes, is very important. Overall, PharmaCare provides one of the most generous diabetes coverage programs in Canada, spending over \$75 million on diabetes medications and supplies in 2013/14.
- Diabetes is the only disease for which PharmaCare covers non-drug supplies, like blood glucose test strips, needles, syringes, and insulin pump infusion sets. PharmaCare also covers the cost of insulin pump reservoirs/cartridges for patients of all ages who use insulin pumps to manage their diabetes.

Please let me know if anything else is required.

Thanks,
Kellie

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake
Minister of Health, Province of B.C.
D: 250-953-3547
E: Kellie.Obrien@gov.bc.ca

-----Original Message-----

From: Duyns, Mark [mailto:Mark.Duyns@leg.bc.ca]
Sent: Friday, July 31, 2015 3:50 PM
To: O'Brien, Kellie HLTH:EX; Dhanowa, Damon HLTH:EX
Cc: Parkinson, Sharen LASS:EX
Subject: FW: Dexcom Continuous Glucose Monitoring System | Animas

Hello Kellie and Damon,

We have recently heard from our constituent, ^{s.22} with regard to his ^{s.22}
grandson ^{s.22}

^{s.22} is a Type 1 Diabetic patient and he is in need of a Glucose Monitor. The cost of this monitor is a significant burden for this young family and they would like to know if there is any funding assistance/coverage available from the Provincial Government or HIBC/MSP.

A summary email is included below and a quote from the supplier is also attached here for your reference.

Could you please ask staff to look into this concern and provide us with any available information ?

Thanks for your help, Mark.

Mark Duyns,
Constituency Assistant

Marc Dalton, MLA
Maple Ridge – Mission
(604) 476-4530 or (604) 820-6203

-----Original Message-----

From: s.22

Sent: July 29, 2015 1:51 PM

To: Duyns, Mark <Mark.Duyns@leg.bc.ca>

Subject: Dexcom Continuous Glucose Monitoring System | Animas

Hi Mark,

I was just in speaking with you on behalf of my Grandson, who suffers from Type I diabetes, with a request for funding to cover this Glucose monitor along with replacement sensors which on their own cost about \$340 per month.

To recap, s.22

At that time they were s.22 and he was rushed to Prince George Hospital to be stabilized. Living in the north has it's challenges as they had to make trips to Children's Hospital in Vancouver every 3 months for support.

s.22 had to be rushed to Prince George hospital by ambulance because of extremely low reading.

This just tears away at our heart strings to see this little guy being poked many times a day to test his insulin levels. This is why the glucose monitor has been developed as it will assist by sending an alarm to Mum that his levels are going high or low. Adding to that it will assist especially at night and when he goes to school in September.

I hope this helps explain s.22 situation, regards s.22

<http://www.animas.ca/dexcom>

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Thursday, December 17, 2015 5:31 PM
To: Kingsbury, Linda G LASS:EX
Subject: Re: Congratulations

Thanks very much, Linda.

Have a lovely holiday season.

Kellie :)

Kellie O'Brien

Ministerial Assistant to the
Hon. Peter Fassbender
Minister of Community, Sport & Cultural Development
and Minister Responsible for TransLink

T: 250-387-2283
E: Kellie.O'Brien@gov.bc.ca

Sent from my iPhone

On Dec 17, 2015, at 3:49 PM, Kingsbury, Linda <Linda.Kingsbury@leg.bc.ca> wrote:

I just found out you were the "top staffer" for the Premiers Service Excellence Awards for 2015!
Congratulations!
Linda Kingsbury
Constituency Assistant to
Marc Dalton, MLA
Maple Ridge-Mission
604-476-4530
#102-23015 Dewdney Trunk Road
Maple Ridge, BC V2X 3K9

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Thursday, August 20, 2015 10:26 AM
To: Parkinson, Sharen LASS:EX
Cc: Duyns, Mark LASS:EX (Mark.Duyns@leg.bc.ca)
Subject: RESPONSE: 1035590a - follow up - MLA Marc Dalton re^{s.22} - We Care Home Care Service

Importance: High

Hi Sharen,

Ministry of Health staff and Fraser Health have reviewed the following concern and have prepared the following information and suggested response.

BACKGROUND

- Mr. Dalton's office first contacted the Ministry of Health (the Ministry) on June 8, 2015, on behalf of^{s.22} whose father,^{s.22} had been left uncared for over the weekend by home support staff due to scheduling issues. Ministry staff spoke to^{s.22} on June 9, 2015, (see 1035590) and confirmed that she felt her concerns were acknowledged and would be addressed by Ms.^{s.22} her father's case manager.
- Mr. Dalton's office contacted the Ministry a second time on August 4, 2015, in response to a July 30, 2015, complaint from^{s.22} stating that her father was left in bed in 30-degree heat due to only one of two scheduled care workers arriving for his visit.
- ^{s.22} has contacted the Fraser Health Patient Care Quality Office (PCQO) and has spoken with multiple home support staff, who have confirmed that a scheduling error was the cause of the issue.

FINDINGS

- A scheduler supervisor at Fraser Health will be following up with the schedulers involved to ensure that complex clients requiring two health workers are scheduled as a priority. The team leader involved with^{s.22} case will notify the home support manager and scheduler supervisor to discuss^{s.22} care and create a plan to ensure his two health workers are consistently scheduled.
- Mr. John Tully, Clinical Services Manager at Fraser Health, will be looking to streamline communications between clients/clients' families and home support staff.^{s.22} has agreed to attend a staff meeting to share her experiences, and will be working in partnership with Fraser Health on these process changes.
- When^{s.22} spoke with Fraser Health PCQO staff on August 12, 2015, she indicated that her conversations with Mr. Tully had resolved her concerns.

SUGGESTED MLA RESPONSE

- Thank you for making me aware of the service issue your father experienced with Fraser Health home support on July 30, 2015. I know this must have been a distressing situation for him, as well as for you and your mother.
- Having spoken with staff at the Ministry of Health, I understand you have been in communication with the Patient Care Quality Office at Fraser Health, as well as with Mr. John Tully, the Clinical Services Manager. I was advised that scheduling staff will be working to ensure that complex clients, like your father, who require two health workers will be scheduled as a priority. I also understand that Mr. Tully will be working

with you to streamline communications between clients' families and home support staff, and that you will be attending a staff meeting to share your experiences.

- I hope these first steps will lead to a resolution of your concerns, and for improved service for your father and other clients in the community. If you have further questions or concerns about your father's care, or about communication with Fraser Health staff, I encourage you to continue speaking with staff at the Patient Care Quality Office, as they are in the best position to investigate formal complaints and connect clients and their families with up-to-date information and resources.
- Your advocacy on behalf of your father is admirable, and I hope your future conversations with Fraser Health staff are fruitful. Thank you again for bringing your family's experiences to my attention. I appreciate the opportunity to respond.

Kellie O'Brien

Executive Assistant to the Hon. Terry Lake

Minister of Health, Province of B.C.

D: 250-953-3547

E: Kellie.Obrien@gov.bc.ca

E: Kellie.Obrien@gov.bc.ca

From: Parkinson, Sharen [<mailto:Sharen.Parkinson@leg.bc.ca>]

Sent: Tuesday, August 4, 2015 10:13 AM

To: O'Brien, Kellie HLTH:EX

Cc: Duyns, Mark LASS:EX

Subject: FW: Regarding Fraser Health Client ^{s.22}

Hi Kellie: Once again sending a complaint from our constituent regarding the Home Care Program. Do you need another consent form or will the previous one be sufficient? Thanks Kellie.

Sharen

Sharen Parkinson

Constituency Assistant to

Marc Dalton, MLA

Maple Ridge-Mission

Phone: 604-476-4530

From: ^{s.22}

Sent: July 31, 2015 10:22 AM

To: Parkinson, Sharen <Sharen.Parkinson@leg.bc.ca>

Subject: Regarding Fraser Health Client ^{s.22}

Good morning Sharen,

I left a message at your office yesterday just before closing. You helped me with problems with my Dad last month. I'm sending you a summary of yesterday's events.

Something MUST be improved!

Sent from my iPad

Scheffel, Emile HLTH:EX

From: O'Brien, Kellie CSCD:EX
Sent: Wednesday, January 6, 2016 11:44 AM
To: Geschke, Laurie LASS:EX
Subject: RE: SDSI - Bus Pass Program

You are very welcome, Laurie.

Kellie

Kellie O'Brien

Ministerial Assistant to the Hon. Peter Fassbender
Minister of Community, Sport & Cultural Development
and Minister Responsible for TransLink
T: 250-387-2283
E: Kellie.Obrien@gov.bc.ca

From: Geschke, Laurie [<mailto:Laurie.Geschke@leg.bc.ca>]
Sent: Wednesday, January 6, 2016 11:35 AM
To: O'Brien, Kellie CSCD:EX
Subject: RE: SDSI - Bus Pass Program

Thanks for this link, Kellie. I was just looking at it again this morning and realized I hadn't acknowledged you for sending it. I will definitely make a note of it for future reference.
Kind regards,

Laurie Geschke
Constituency Assistant
for

Marc Dalton, MLA, Maple Ridge – Mission
(604) 476-4530 or 1.877.899.3215

Please note that I am in the office on Tuesdays, Wednesdays and Fridays.

From: O'Brien, Kellie CSCD:EX [<mailto:Kellie.Obrien@gov.bc.ca>]
Sent: January 5, 2016 1:22 PM
To: Geschke, Laurie <Laurie.Geschke@leg.bc.ca>
Subject: SDSI - Bus Pass Program

For your info:

<http://www.sd.gov.bc.ca/programs/bus-pass.html>

Kellie O'Brien

Ministerial Assistant to the Hon. Peter Fassbender
Minister of Community, Sport & Cultural Development

and Minister Responsible for TransLink
T: 250-387-2283
E: Kellie.Obrien@gov.bc.ca

Lake, Terry HLTH:EX

From: Dalton.MLA, Marc <Marc.Dalton.MLA@leg.bc.ca>
Sent: Thursday, October 22, 2015 11:46 AM
To: Lake, Terry HLTH:EX
Cc: Gibson, Simon
Subject: RE: Christine Morrison Hospice

Thanks Terry.

I just spoke with the Executive Director of the hospice and she is very appreciative as they had been completely in the dark with regards to the hospital's plans. The society has also been concerned that this action was indicative of Fraser Hlth trying to give them the heave-ho with the Abbotsford Holmberg House opening.

Val Spurrill with FH (Ex Dir?), is meeting with Angel at noon to discuss and WORK TOGETHER with the hospice to address concerns. Fraser Health wants to expand beds at the hospital which is a good thing and I wouldn't want that to be axed. Since your involvement, the hospice now feels that it is being consulted with and it will be able to give input to lead to a mutually beneficial solution.

I'll let you know if there are further issues. Thanks again

Marc

From: Lake, Terry HLTH:EX [<mailto:Terry.Lake@gov.bc.ca>]
Sent: October 22, 2015 8:13 AM
To: Dalton.MLA, Marc <Marc.Dalton.MLA@leg.bc.ca>
Subject: Re: Christine Morrison Hospice

Thanks Marc. We have directed FH to put this on hold.

Terry Lake DVM
Minister of Health

On Oct 21, 2015, at 11:35 PM, "Dalton.MLA, Marc" <Marc.Dalton.MLA@leg.bc.ca> wrote:

Hi Terry,

Here's the email I received today from the Executive Director of the Mission hospice. Any help you can provide with this would be appreciated.

Thanks

Marc

From: Angel Elias [<mailto:AElias@missionhospice.bc.ca>]
Sent: October 21, 2015 2:00 PM
To: Dalton.MLA, Marc <Marc.Dalton.MLA@leg.bc.ca>; Gibson.MLA, Simon <Simon.Gibson.MLA@leg.bc.ca>
Cc: Randy Hawes <rhawes@mission.ca>

Subject: Christine Morrison Hospice
Importance: High

Hello,

So as of today our CMH volunteers have been asked to clear out an IUC room which is located on the same floor as the Christine Morrison Hospice. There is supposed to be a formal announcement as to the re purpose of this room today. The rumors within Fraser Health staff is that they are looking to have that room run as a general day operation patient area...now I have some huge concerns with this.

1. As we all know 3rd floor is death and general population do not belong on the 3rd floor while people are dealing with their grief and death.
2. This room is located right beside the elevators where the dead bodies are taken, can you image a person waiting and seeing this...further to this there is a procession that happens after the person dies and that is the area it is done in.
3. I feel if we allow Fraser health to start added non end of life care services on the 3rd floor then we are opening our flood gates for them to close a section of the Hospice once Holmberg house opens.

I know in the past they have tried to do something similar and it was stopped and I am asking you to please help us keep our 10 bed Hospice residence just that Hospice care only. I know it is not in the Government's plan to have any Hospice beds close, however I feel that Fraser Health is not being up front with you or us on the use of this room on the Hospice floor. If it is not Hospice related then no other services should be done on this floor. We have worked too hard in this community at maintaining such a high quality Hospice care let's not give that up now.

Please allow people to die with dignity...don't have any other services on this floor. I look forward to hearing back from you and working together to clear this matter up.

Sincerely,

Angel Elias
Executive Director
Mission Hospice Society

32180 Hillcrest Ave
Mission BC V2V 1L2
Phone: 604-826-2235
Mobile: 604-302-7423

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