

September 5, 2002

Dear

In the few months that you have been coming to the clinic we have all come to know you fairly well, and we were pleased with the working relationship with you that seemed positive, friendly and helpful. Lately however, we have become very worried because we have not heard from you. We have been calling you on the phone and you do not call us back.

Kidney disease is very complicated, and it takes a lot of work to help people feel well on dialysis. We feel like we are not doing a good job when we do not know what is happening with you. Sometimes people can get very sick and need to switch to hemodialysis, or even die from problems that could have been fixed early. We worry something like this might happen to you.

Are you angry with us? Is there something we could be doing differently? We need you to talk to us so we can find a way to work well together again. Please call Heather Schroder at 905 576-8711 ext. 4440 or Lyle Stockwell (ext. 4156) as soon as possible so we can get the communication back on track.

Sincerely;

Dr. Donna Birbrager

Heather Schroder, RN

Gigi Wo  
Pharmacist

Lyle Stockwell  
Social Worker

Rachel White  
Dietitian