



June 18, 2020



Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: WH ATI 169]

This is to confirm that on June 10, 2020 Western Health received your request for access to the following records/information:

Please provide documentation on the number of cancelled or postponed surgeries, health procedures and consultations due to COVID-19. Please be sure to provide any other documentation related to the impact on health care waiting lists due to COVID-19 (and postponed/cancelled health procedures, surgeries, consultations, etc.)

I am writing to inform you that a decision has been made by Western Health to provide access to the requested information. In accordance with your request, our response is as follows:

In March, Western Health reduced services to urgent and emergent activity due to COVID-19.

During March 16-April 29, 2020 Western Health reduced the percentage of procedures completed and appointments in the same time frame in 2019 in the following areas:

Surgery, by 80%

Medical Imaging, by 73%

Endoscopy, by 93%

Echocardiography, by 91%

Exercise stress testing, by 93%

Western Health does not have a way to determine the number of procedures that are outstanding as they would typically be booked by the physicians' offices, and not through Western Health.

Upon moving to Alert Level 4, Western Health expanded services to include high priority medical imaging, endoscopy, surgery and cardiac diagnostic, upon consultation with other regional health authorities and the Province.

With the move to Alert Level 3, Western Health announced to the public on June 10, 2020 that services are increasing within the following areas:

- Medical imaging
- Endoscopy
- Cardiac diagnostic
- Surgical services
- Blood collection services

- Outpatient appointments such as Orthopedic, Physiotherapy, Dietitian, Wound and Ostomy Care, and Interventional Pain services
- Community services such as Mental Health and Addictions, Public Health, Community Support services, Autism services, and Speech and Audiology
- Specialist appointments.

Physicians have been working with Western Health to prioritize patients based on clinical needs as we are gradually resuming services. We recognize that individuals who have been waiting for appointments and procedures to resume may have concerns and we encourage them to contact their health care provider if their condition changes.

The Access to Information and Protection of Privacy Act, 2015 (the Act) requires us to provide a written advisory response within ten (10) business days of receiving the request. As this request has been completed prior to day ten (10), this letter also serves as our advisory response.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access to information request, as set out in section 42 of the Act. A copy of section 42 is included below for your reference. A request to the Commissioner must be made in writing within fifteen (15) business days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Mailing Address

P.O. Box 13004, Station "A"
St. John's, NL A1B 3V8

Location

Sir Brian Dunfield Building
3rd Floor, 2 Canada Drive
St. John's, NL

Contact Numbers

Tel: (709) 729-6309
Fax: (709) 729-6500
Toll Free in Newfoundland and Labrador: 1-877-729-6309
E-mail: commissioner@oipc.nl.ca

You may also appeal directly to the Supreme Court within fifteen (15) business days after you receive the decision of the public body, pursuant to section 52 of the Act. (A copy of section 52 is also included below for your reference).

If you have any questions, please contact me at sherritiller@westernhealth.nl.ca or 784-5248.

Sincerely,



Sherri Tiller-Park
Regional Manager Information Access & Privacy
Western Health

Access or correction complaint

42. (1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52 (1) or 53 (1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

(a) a request that is disregarded under section 21;

(b) a decision respecting an extension of time under section 23;

(c) a variation of a procedure under section 24; or

(d) an estimate of costs or a decision not to waive a cost under section 26.

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.

Direct appeal to Trial Division by an applicant

52. (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42 , the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

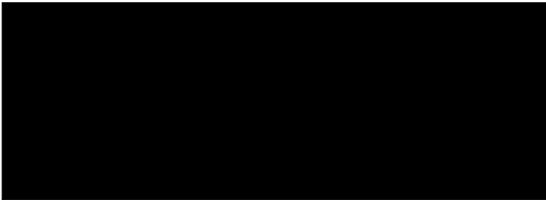
(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner's refusal under subsection 45 (2).



June 23, 2020



Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: WH ATI 169]

This is to confirm that on June 10, 2020 Western Health received your request for access to the following records/information:

Please provide documentation on the number of cancelled or postponed surgeries, health procedures and consultations due to COVID-19. Please be sure to provide any other documentation related to the impact on health care waiting lists due to COVID-19 (and postponed/cancelled health procedures, surgeries, consultations, etc.)

This correspondence is in follow up to our response to your request dated June 18, 2020. On June 19, 2020, you posed these questions in follow up to our response:

- 1. How were the percentages calculated? if no numbers are known?
- 2. If there was an estimate of cases used, is it possible to get that estimate?

Please accept the information below in response to your follow up questions. Please note that we previously provided the percent decreases and have added the volume decreases to this response.

Volume and percent difference from March 16-April 29, 2019 and March 16-April 29, 2020

RHA	Surgeries		Echocardio		Exercise Stress Test		Endoscopy		Medical Imaging	
	Volume decrease	Percent decrease	Volume decrease	Percent decrease	Volume decrease	Percent decrease	Volume decrease	Percent decrease	Volume decrease	Percent decrease
Western Health	544	80%	390	91%	238	93%	609	93%	9,098	73%

If you have any questions, please contact me at sherritiller@westernhealth.nl.ca or 784-5248.

Sincerely,

Sherritiller-Park
Regional Manager Information Access & Privacy