

Story Title: Dereliction of Duty by an ER Doctor

Date Submitted

November 3rd, 2019

Story Summary

Who: N a senior from a rural community

What: Emergency Department Experience

When: November 2019

Where: PRGH

Why: N suffered an injury on her foot that needed emergency attention

Tags

#emergencycare

Background Information

Age: 70-79

Language(s) Spoken at Home: English

Gender: Female

This story was written by a:

This story was written by a: Patient ___ Family Member/Caregiver

___ VCH Staff (with permission from patient/caregiver) ___ Other

This story is about a: Patient ___ Family Member/Caregiver ___ Other

Story

On Friday, November 18, 2016, I stood on a rusty nail which pierced the skin. I have no tetanus protection as I am allergic to anti-tetanus serum. Went to ER and received an IM injection of Gamma Globulin in (right) buttock. Monday 21st Nov., went back to ER due to severe pain in my right knee with some puffiness behind the knee. Doctor in ER did not palpate the area or have it x-rayed. Told me to apply ice and take anti-inflammatories. Diagnosed it as sciatica. I was limping at this time. This led to my paying \$600.00 for a private MRI of my knee which demonstrated a torn meniscus and a delay in getting an orthopaedic appointment.

Best and Worst Aspects of the Experience

The negative aspect of this care experience was the lack of professional assessment of my health complaint.

Experience after Receiving Care

I had surgical repair of right torn meniscus in July of 2017.

Take Home Message(s)

I would like to see that all healthcare providers take time to listen/assess and treat appropriately, the health concerns that the public bring to them.