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| Speaker 1: | 00:00 | Issues in 2014 I come in and I was given information over the phone. |
| Speaker 2: | 00:05 | No, we are just a booking line, we are not medically trained or we don't give any advice or information. |
| New Speaker: | 00:11 | So, who does. |
| New Speaker: | 00:11 | You can come in to the walk in clinic and speak to the nurse |
| Speaker 1: | 00:16 | and speak to the nurse. You won't give me no advice or nothing on the phone. |
| New Speaker: | 00:17 | Err, because we. |
| New Speaker: | 00:17 | Can you not go into my note histories and tell me a report that was given to me please? |
| New Speaker: | 00:22 | Sorry. |
| New Speaker: | 00:22 | Can you go into the notes and tell me the last time I attended the clinic please? |
| Speaker 2: | 00:30 | What is your date of birth |
| Speaker 1: | 00:32 | 26 of the first from 1981. |
| New Speaker: | 00:33 | One minute. |
| New Speaker: | 00:33 | what is the date. |
| New Speaker: | 00:39 | pardon? 26 of the first 1981. |
| New Speaker: | 00:41 | What is your surname. |
| New Speaker: | 00:41 | my surname name is Cordell |
| Speaker 2: | 00:55 | Oh is this Simon. |
| Speaker 1: | 00:57 | Yes, that's correct. It's Simon. I have a few issues. Yeah. Of concern. I was trying to raise with yourselves. Um, do you have the dates that I actually attended the clinic on? Please? |
| Speaker 2: | 01:10 | I will give you the date of when you came to the clinic. That is all I can do |
| Speaker 1: | 01:14 | two times. I come to the clinic. |

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| Speaker 2: | 01:19 | You came here in February. 10th of February |
| Speaker 1: | 01:21 | Feb the 10th and, who did I see? |
| Speaker 2: | 01:26 | Yeah. You come, um, you visited or clinic err in February. [inaudible]. |
| New Speaker: | 01:41 | Who did I actually speak to. |
| New Speaker: | 01:41 | No sorry this is not our clinic, this is some other place that you went to |
| Speaker 4: | 01:43 | pardon? |
| Speaker 2: | 01:44 | No, just leave it with me. I'm just trying to find out, when did you last come. |
| New Speaker: | 01:47 | OK, thank you. |
| New Speaker: | 01:47 | [inaudible]. I need some help |
| Speaker 4: | 02:36 | Hello. |
| Speaker 3: | 02:55 | [inaudible]. We don't know its payment for it [inaudible]. |
| Speaker 2: | 02:57 | Oh, sorry. I can't give you any information because we don't know. Who is on the other end of the phone. You have to come to the clinic. |
| Speaker 1: | 03:05 | Can I speak to you for a second? I come to the clinic in 2014 I come to the clinic and I, and I asked if they would do the blood tests for HSV1 and HSV2. Yeah, and they explained to me that they do not really do these test results for certain people and I forced that I asked them to do them because I had been accused or something. Yeah. They done the blood test on the phone, Um they done the blood test. A couple of months later a woman phoned me back and she, a couple of weeks later and on the phone, I don't know who she was, she was a receptionist and that's who I would like to find out who this person is. Her name. Yeah. She gave me misleading information on the phone and told me that I basically, I basically had HSV1 and I had HSV2 in my blood. |
| Speaker 2: | 03:46 | As I say, what happens in the clinic we do not have that information. This is just a booking line |

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| Speaker 1: | 03:51 | Yes. Well, so what is the, I've spoken to people on this line before and these people gave me the information before |
| New Speaker: | 03:55 | You just whatever clinic you went you just go there and ask them I won't be able to help you that way I just book appointments |
| Speaker 1: | 04:01 | Who is the, so you can't tell me who, who is the manager of the department right now. |
| Speaker 2: | 04:06 | We have not got any manager today? Here? |
| Speaker 1: | 04:08 | You haven't got a manager so who oversees all of the lock up who holds the keys, who does |
| Speaker 3: | 04:10 | This is just a booking line. |
| New Speaker: | 04:10 | And what is the actual line to actually speak to the reception? |
| Speaker 1: | 04:19 | Because I would like to receptionist. She told me that I can't kiss nobody or I can't have not do anything with nobody else. When I attend I felt, she never called me in for a consultation a couple of months later I felt I was suicidal when I've been suicidal for what she had told me. I attended the clinic cause I sat down with my mother and my mother explained to me |
| Speaker 2: | 04:39 | Okay. No point in telling me all this because I wouldn't be able to, say anything to this |
| Speaker 1: | 04:46 | But there must be a manager or somebody who can tell me the doctor that I see or the person that works? |
| Speaker 2: | 04:50 | No, I don't have access to all that information. I, this is just the clinic booking line. I don't have access to anything. If you can speak to the nurse |
| Speaker 1: | 05:00 | but there is other phone numbers that I can actually phone. |
| Speaker 3: | 05:03 | Okay. which clinic do you want evergreen or town clinic. |
| New Speaker: | 05:08 | I want Evergreen. |
| New Speaker: | 05:08 | OK I will give you its 0208. |
| New Speaker: | 05:08 | 0208. |
| New Speaker: | 05:08 | 702. |

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| New Speaker: | 05:08 | 702. |
| New Speaker: | 05:08 | 5760. |
| New Speaker: | 05:08 | 5760. |
| New Speaker: | 05:08 | You can’t today as there is no clinic you can phone tomorrow |
| New Speaker: | 05:08 | What it’s not open today, is it not? |
| New Speaker: | 05:27 | No it is not Thursday there is no clinic in Edmonton |
| New Speaker: | 05:27 | Okay. Well thank you for your time |
| Speaker 1: | 05:28 | and you don't have no notes. do you have notes on the computers of letters that have been sent to me. |
| Speaker 2: | 05:31 | No, we, only have the bookings we just do the bookings. We don't have access to any, who is seeing you or nothing. |
| Speaker 3: | 05:39 | Okay, well you have a good day madam thank you. |
| New Speaker: | 05:41 | Bye |
| Speaker 1: | 05:50 | I got the letter here and in the notes its says that it suggests that he may be a carrier |