

## **Dr Zdenka Reinhardt**

### **Correspondence: Official Complaint Letter**

The medical notes do not mention that Hayley did not receive her life saving medication. She died with no pain relief. Dr Zdenka kept saying sorry each time the adrenaline sprayed over my face.

10.10am:

Justine came in with Zdenka. I felt sorry for Zdenka and said “why did they pick on you, you did your best for Hayley”. She showed me her notes and turned over the page highlighted where she had written “mum isn’t happy”. I wanted to sit down and talk it over but I needed to wash and dress Hayley as that was more important.

Approx 10.30am:

Told Dr Zdenka Reinhardt Hayley had been neglected and I was seriously worried about her health. She was very kind and apologised. She told me Hayley’s infection was number one priority and she was organising extra support for her.

11 November 2009

Dr. Zdenka was kind and wrote that I wasn’t happy on the doctor’s notes. She came in and showed me the notes before she sent them off to the coroner.

Dr Zdenka Reinhardt told me on Tuesday 10/11/09 at approximately 11.30 to 12pm she was organising extra support for Hayley, what was that? Did it happen? Why not?

Dear Dr Zdenka; you were very kind. I know Hayley’s death has affected you and has made a difference. I wish I had talked to you sooner. Thank you for trying.

I saw Registrar Zdenka Reinhardt and told her that Hayley was in a terrible state and I believed she had been neglected. Zdenka was very kind and actually apologised, she told me that Hayley’s wound infection was the number one priority and she would organise extra support for Hayley. I was so relieved; I thought extra support would mean we would get moved to PICU at last or at the very least High Dependency. FINALLY. But then I had a horrible reckoning, when Hayley was fit again to leave PICU we would have to go through the ward system again, back to Ward 11.

Dr Zdenka was at the nurse’s station and asked me how Hayley was, she was very kind. I told her Hayley was a lot brighter after physio and that she was looking good. I apologized for jumping down her throat earlier on but explained that I was just really scared. She told me “you have to speak up for your baby”. I FELT A LOT SAFER. She then asked me how I was, I rolled my eyes and said I was better and we both had a giggle.

### **Correspondence: Transcript of Coroner’s Court**

Q. Do you know whose signature that is, for the swine ‘flu?

A. Request.

Q. Not yours, anyway.

A. Not mine, no.

Q. It says post cardiac - does it say snuffly?

A. It does.

Q. But that was not right, was it?

A. I ----

Q. From your observations.

A. I haven't seen her being snuffly.

MR WEITZMAN: We have established that the entry "snuffly" or "snuffy" was not this doctor's observation of Hayley, so we do not know where that has come from. We have established that the swab was most likely taken at ten past eleven, time in top right hand corner of the document. Just a second, please. (Pause) Do you know when the nurse took the swab?

Head bobbing, it's a sign of severe respiratory distress, sign of severe respiratory distress when patient needs all muscles to help breathing, including - it usually goes with subcostal intercostal tracheal (inaudible) and head bobbing as well. It's a severe form of respiratory distress.