



June 12, 2018

PUBLIC SERVICE ANNOUNCEMENT

New process for booking physiotherapy appointments

As part of its strategic goals for improving access and better health, Labrador-Grenfell Health implemented a new process at the Labrador Health Centre in Happy Valley-Goose Bay for obtaining routine physiotherapy appointments. This piloted program resulted in decreased wait times and a reduction in cancellations and no-shows.

Since implementing the pilot in April 2017, Labrador-Grenfell Health has made improvements to the process. As a result, this program was implemented in the Labrador West and the St. Anthony regions, effective June 11th.

Clients who obtain a referral for routine physiotherapy services will receive a letter from the physiotherapy department informing the client to make an appointment by calling a dedicated phone line.

Labrador-Grenfell Health will continue to monitor and evaluate the program to ensure improvements to wait times and reductions in cancellations and no-shows.

All clients are encouraged to participate in the [Client Experience Survey](#) available on the [Labrador-Grenfell Health website](#) and provide feedback on its services.

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