



January 13, 2021

PUBLIC SERVICE ANNOUNCEMENT

Updates to primary care appointments at the Labrador Health Centre effective January 14, 2021

As part of its strategic goal for *Better Access for Better Health*, Labrador-Grenfell Health is implementing new process at the Labrador Health Centre in Happy Valley-Goose Bay for Outpatient Department appointments. These updates are aimed at improving access to primary care as well as increasing efficiency of patient flow.

Beginning January 14, 2021, all clients presenting for a scheduled appointment at the Outpatient Department within the Labrador Health Centre will register at the same registration desk; previously two separate registration areas. Signage will be present to assist clients with this change.

Additionally, Labrador-Grenfell Health is implementing the Electronic Medical Record (EMR) at the Labrador Health Centre which will improve documentation and communication of health records across providers.

As these changes are implemented, there may be some delays. We appreciate your understanding and patience during this transition.

Clients are reminded to bring their Medical Care Plan (MCP) card with them when accessing health services at any Labrador-Grenfell Health facility.

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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