



October 31, 2021

PUBLIC ADVISORY

UPDATE: IT systems outage impacting Labrador-Grenfell Health

Labrador-Grenfell Health is advising the public that a current provincial IT system outage continues to affect some of our information systems in the region. Labrador-Grenfell Health continues to assess the situation and has implemented backup procedures.

As a result, routine laboratory and diagnostic imaging appointments set for November 1 will be cancelled and reschedule at a later date. Patients may also experience delays at registration. Other services will continue

Labrador-Grenfell Health staff are unable to send or receive email correspondence from outside the organization at this time. Programs and services can be reached by phone (please find telephone numbers [here](#)). Additionally, the Client Relations department can be reached at 1-833-505-1178, Monday to Friday, 8:00 a.m. to 4:00 p.m.

Labrador-Grenfell Health is working with the Newfoundland and Labrador Centre for Health Information (NLCHI), who is assessing and working to resolve the situation in collaboration with Bell, the managed service provider, along with the regional health authorities and the Department of Health and Community Services.

Labrador-Grenfell Health apologizes for any inconvenience this may cause.

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