

November 9, 2021

PUBLIC ADVISORY

UPDATE: IT systems outage continues to impact Labrador-Grenfell Health

Labrador-Grenfell Health is advising the public that the provincial IT system outage continues to affect various health-related services across the province.

Labrador-Grenfell Health continues to work 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 recognizes the impacts on the residents of the region, and we apologize for the inconvenience. Unfortunately, there will be a continued reduction in services up to and including, Friday, November 12, 2021.

- Routine laboratory (such as blood collection and blood work) and routine diagnostic imaging (such as x-ray, ultrasound, mammogram and CT scan) appointments up to and including Friday, November 12, 2021, will be cancelled and rescheduled at a later date.

Patients will be contacted directly from other affected programs, including:

- well women clinics
- endoscopy at Charles Curtis Memorial Hospital
- telehealth visits for cancer care consultations with Eastern Health.

Primary Health Care clinics, chemotherapy, regularly scheduled surgical procedures, chronic disease management, flu and COVID vaccine clinics, ambulatory care, mental health & addictions, and all emergency services continue to be available.

Labrador-Grenfell Health staff are now able to send or receive email correspondence from outside the organization. However, we continue to experience some delays. 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.

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