



November 2, 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 a number of 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 5, 2021.

Routine laboratory (such as blood collection and blood work) and routine diagnostic imaging (such as x-ray, ultrasound, mammogram and CT Scan) appointments set until Friday, November 5, 2021 will be cancelled and rescheduled at a later date. Other services affected include: well women clinics and telehealth visits for oncology consultations with Eastern Health. Patients may also experience delays at registration.

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.

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