



Hay River Health & Social Services Authority | Administration des services de
santé et des services sociaux de Hay River
37911 MacKenzie Highway | 37911 route Mackenzie
Hay River, NT X0E 0R6 | ☎ (867) 874-8000 📠 (867) 874-8141

Public Notice – Hay River Health and Social Services Authority Temporary Service Reduction

February 10, 2023 – the Hay River Health and Social Services Authority (HRHSSA) is preparing for the unavailability of skilled health and social services professionals which will result in periods of time when a physician will not be present in the community to support the Emergency Department.

During the period February 20th – March 18th, HRHSSA will have one Nurse Practitioner and one Family Physician in the community to support Medical Clinic operations. A qualified emergency room Physician will not be available during this time. All residents who present to the Emergency Department will be triaged and assessed by our nursing staff, in consultation with a physician located in Yellowknife.

What does this mean?

- inpatient beds/services will be temporarily reduced until physician coverage is secured;
- all clients who present to the Emergency Department will be medically assessed and triaged by a Registered Nurse; and,
- an emergency on-call physician will be contacted to determine next steps of care

Please be mindful that during this time, HRHSSA's Medical Clinic and Outpatients Department will be limited to one Nurse Practitioner.

Notwithstanding our continued best efforts to attract and recruit professional staff, we anticipate that we may encounter staff shortages over time. Although this situation is difficult for our community, we ask that residents please remain patient and kind when working with our staff, particularly frontline and administration staff who are showing up every day and doing their best to meet everyone's healthcare needs.

As we continue to work with the Northwest Territories Health and Social Services Authority to recruit and develop mitigation strategies to avoid service reductions and closures, the HRHSSA remains committed to keeping clients and community stakeholders up-to-date and informed as the situation evolves.

Thank you.