



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
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Hay River Health and Social Services Authority – Reduction in Services Update

The Hay River Health and Social Services Authority (HRHSSA) previously announced on June 24, 2022 that intermittent physician services are expected throughout the summer months and service reductions and closures could occur.

Due to the ongoing staffing shortages, physician services will not be available in Hay River at this time; therefore, the Hay River Regional Health Centre will operate with limited urgent and emergent services only for the immediate future.

What does this mean?

- all clients who present to the Emergency Department will be medically assessed and triaged by a Registered Nurse
- an emergency on-call physician will be contacted virtually to determine next steps of care
- based on the clinical assessment, urgent and emergent clients may be transported to another facility for continuation of care
- care and services for non-urgent cases will be delayed or clients may be requested to return for services once a physician is in community
- appointments at the Medical Clinic have been limited to one Nurse Practitioner
- inpatient beds remain closed; no admissions to hospital
- laboratory and x-ray services will continue normal operations
- Speciality Clinic services will continue normal operations

We understand this situation is difficult and we strongly encourage residents to be mindful and plan for their personal health needs during this time. We recommend that residents seeking non-urgent healthcare services such as prescription refills, lab results, lab requisitions or require guidance to make a decision related to your own personal health care, please call 874-8050 to determine how we can best assist you.

Recognizing the reduction of services throughout our organization over the summer months, including Child and Family Services and Community Counselling Services, non-urgent requests for services may be delayed.

HRHSSA continues to actively work towards a resolution and will provide updates as they become available. We would like to thank residents for their patience and understanding during this time as our staff are doing their very best to meet everyone's needs with the limited resources available.

Thank you.