

Tele-Care NWT



A Year In Review

May 2005

What is Tele-Care NWT?



Tele-Care NWT is:

- a 24 hrs/day, 7 days/week telecare (telephone) service that provides callers with access to registered nurses providing a family health and support line over the telephone
- Toll free (1-888-255-1010)
- a service that helps callers assess severity of their symptoms and can refer callers to audio tape library for additional information

• Celebrating its One-Year Anniversary

Total Number of Calls May 2004 - March 2005	
Inuvik	163
Sahtu	108
Deh Cho	88
Dogrib	56
Yellowknife	3157
Hay River	344
Fort Smith	90
None Specified	13
Total	4019

NWT's family health and support line has been in service for one year and from all accounts, it is a great success. People from all across the North have called in to get health advice and family support information from registered nurses trained especially to provide this service in the North.

Clinidata is the company contracted to provide this service to the NWT.

About Clinidata

Clinidata is a pioneer in telecare services in Canada and is one of the largest providers of telecare services in North America. They provide telecare services to over 15 million Canadians.

The Tele-Care NWT Advisory Committee, made up of representatives from the Department of Health and Social Services and representatives from each Authority, has worked closely with Clinidata from the beginning. By collaborating with Clinidata's expertise and the knowledge of the Advisory Committee, this service addresses the needs of Northerners and continues to evolve to meet changing health and social services information demands.

Interesting Tele-Care NWT Facts

Callers are asked what their original inclination was prior to phoning Tele-Care NWT. Most common answers are:

- Would have gone to emergency department;
- Would have called emergency department;
- Would have called a health care provider;
- Would have treated at home;
- Would have waited.

Most common symptoms of callers are:

- Coughs and colds;
- Vomiting;
- Trauma;
- Abdominal pain;
- Sore throat;
- Pregnancy related.

Most common health information topics requested by callers are:

- Medications;
- Breastfeeding;
- Lice;
- Pregnancy.

Callers are asked how they heard about the Tele-Care NWT service. Most common answers were from:

- Health & Social Services provider (nurse, community health representative);
- Family or friend;
- Mail (promotional material such as brochure, magnet, poster);
- Hospital.

Tele-Care NWT

Info-Soins TNO

1-888-255-1010

1-888-255-8211 (TDD/TTY)



Northwest Territories Health and Social Services

24 Hours a Day • 7 Days a Week/24 heures sur 24 • tous les jours



Satisfaction Survey

March 2005 Satisfaction (Summary)

17 Callers were called back to complete a satisfaction survey

- Reason for initial call:
13 symptoms; 4 health information
- Overall quality of the service:
15 were very satisfied; 2 were somewhat satisfied
- Overall expectations of the service:
9 as expected; 8 better than expected
- Overall quality of the service from the nurse:
16 very satisfied; 1 was somewhat satisfied
- Followed advice given (of the 13 callers given advice):
12 yes; 1 No -Reason for not following advice - condition improved



magnet



new pens

Not feeling well and not sure what to do?

The NWT family health and support line can help you.

Tele-Care NWT is:

- information and advice from a nurse
- available every day at any time
- service in French, Aboriginal and other languages

It is not for emergencies.

If you have a health emergency, call your local health centre or go to the hospital.

If you're not sure, call Tele-Care NWT and talk to a nurse.

Tele-Care NWT
1-888-255-1010

1-888-255-8211 (TDD/TTY)
24 HOURS A DAY • 7 DAYS A WEEK

poster

Resources

- Magnets*
- Posters**
- Inserts with sticker*
- Inserts with business card*

NEW!

- Pens
- First-Aid Kits
- Travelling Displays**
- Triple Highlighters

* Bilingual ** Also available in French



triple highlighter

Tele-Care NWT
Your family health and support line

1-888-255-1010
1-888-255-8211 (TDD/TTY)

Solo Display 1

Tele-Care NWT is:

- Information and advice from a registered nurse
- A place to get information to help you take care of yourself
- A service in French, Aboriginal and other languages

It is not for emergencies.

If you have a health emergency, call your local health centre or go to the hospital.

Tele-Care NWT
Info-Soins TNO

1-888-255-1010
1-888-255-8211 (TDD/TTY)

24 Hours a Day - 7 Days a Week

Solo Display 2

Where to find information about Tele-Care NWT and it's resources:

- Visit the Health and Social Services Website to download posters www.hltss.gov.nt.ca
 - The first page in the **NWT Phone Book**
 - Call HSS Tele-Care NWT Coordinator at **(867) 920-6907**
 - Call Clinidata NWT Liason **(867) 873-5525**
- or Call Tele-Care NWT yourself 1-888-255-1010**



first-aid kit