



MISERICORDIA
Health • Centre
The future of care



Provincial Health Contact Centre

580,000 calls received annually

Misericordia Health Centre operates the Provincial Health Contact Centre, an internationally-recognized contact centre that technologically supports health and social services delivery in Manitoba in cooperation with Manitoba Health and the Winnipeg Health Region.

Clinical Programs

[Health Links-Info Santé](#) | 204-788-8200 | Toll Free 1-888-315-9257

The bilingual program was the first telephone, nurse-based triage system in Canada. A staff of 80 full- and part-time registered nurses answer calls 24 hours a day, seven days a week, 365 days a year. Interpreters are available for more than 110 different languages.

Nurses obtain information about symptoms and follow clinical protocols on their computer screens to offer advice on whether to treat the symptoms at home, see a family doctor or visit an emergency room. Calls range from concerns about abdominal pain to H1N1 flu virus symptoms.

One of 30 inbound and outbound calling programs offered by the PHCC, more than 186,000 calls are made annually to Health Links-Info Santé.

[TeleCARE Manitoba](#) | 204-788-8688 | Toll Free 1-866-204-3737

Manitobans with heart failure or Type 2 diabetes receive help managing their condition through this telephone-based program that also provides videoconferencing.

Specially trained nurses help put together individualized programs for registered clients. Regular calls are made to monitor their condition and educational information is provided. A team approach also includes the patient's primary health-care provider.

Other clinical calling programs include the Breastfeeding Hotline and various public health services such as the annual influenza and West Nile virus programs.

Non-Clinical Programs

These calling programs offer support for a wide range of services, including Home Care, Family Services and Housing, Employment and Income Assistance.

Callers may be seeking food, transportation or enquiring about a missed home care appointment. Many of the calls come in after hours, providing citizens with information they need around the clock.

"Life has become so much more simple since I started your program. I understand more about medications and am motivated to increase my activity... allowing me to achieve some goals."

– TeleCARE heart failure patient

www.misericordia.mb.ca