

## SHOAL LAKE AND AREA RESIDENTS

Due to staff resource issues, there will be  
NO Emergency Department Services at  
**Shoal Lake / Strathclair  
Health Centre**

**Until further notice.**

During the suspension of services, individuals requiring emergency department services are encouraged to call the Shoal Lake/Strathclair Health Centre at (204)759-2336 to determine the nearest open emergency department.

For any EMERGENT situations - call 911.

The Prairie Mountain Health EMS (ambulance) service will continue to provide emergency response for the community of Shoal Lake and surrounding areas. All residents making 911 calls are transported to the nearest open emergency department.

The public can visit the PMH website at [www.prairiemountainhealth.ca](http://www.prairiemountainhealth.ca) (Public Alerts) to view current Suspension of Service notices.

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**Individuals requiring health advice are encouraged to call  
Health Links/Info Santé at 1-888-315-9257.**

**Please note:** During this time period the Shoal Lake Medical Clinic will remain open for medical appointments.

For a connection with a family doctor in your area, please contact the Family Doctor Finder program at 1-866-690-8260 or [www.manitoba.ca/familydoctorfinder](http://www.manitoba.ca/familydoctorfinder)

## Do You Have Questions????

### **What if I have a heart attack? Or my child hurts themselves?**

*In any EMERGENT situation, whether your facility is experiencing a temporary shift in service or not, **you should phone 911**. 911 operators will dispatch an ambulance to your location and will provide you on the phone help in dealing with your emergency.*

*When the ambulance arrives, the ambulance staff (EMS) will be able to provide you with the care you need. EMS staff are trained to assess the level of care (urgency) you require, provide treatment and transport you to the facility nearest your location that is offering emergency room services.*

### **I need to see a physician for a non-urgent issue – what do I do?**

*The Shoal Lake Medical Clinic (204-759-2336) will continue to operate normal working hours.*

*During this time of reduced physician services in Shoal Lake, the public may experience increased difficulty in getting routine clinic appointments. To assist clinic staff and help reduce waiting times, please schedule routine visits (eg. physicals, prescription renewals) well in advance.*

### **What if I need to see a doctor and can't get an appointment that day?**

*If you are unable to get an appointment to see a physician the day you require, and your symptoms are not urgent or emergent, you may wish to try to get an appointment in another community.*

*You can also call **Health Links/Info Sante at 1-888-315-9257** for telephone advice. Health Links / Info Santé provides 24 hour, 7 days a week, telephone information service by Registered Nurses with the knowledge to provide answers over the phone and guide you to the care you need.*

### **What happens to the personal care home residents?**

*The personal care home in Shoal Lake will remain open and residents will not be affected at this time.*

### **Will there be any job losses at the Shoal Lake – Strathclair Health Centre?**

*No staff will lose their jobs as a result of this temporary suspension of acute and emergency department services.*

### **What is a transitional care?**

*Transitional care is the care of a patient who does not require 24/7 medical supervision by a physician but still requires some 24/7 nursing care. These types of patients may include; patients who are waiting to be placed in a personal care home, patients who need to be admitted to provide their caregiver a break (respite care), and patients who are recovering but no longer require the 24/7 medical care only available at acute care sites.*

### **Will there be lab and x-ray services?**

*Diagnostic services (lab & x-ray) in Shoal Lake will continue to have regular hours of service during the day to support the clinic.*

### **What ambulance costs can I expect?**

*Ambulance services in Manitoba are not an insured service. Therefore, you may be responsible for the costs of this service. Prairie Mountain Health makes every attempt to assist residents with payment methods they can afford (i.e. time payments). Individuals are encouraged to consider private insurance coverage (e.g. Blue Cross) to manage the costs of this service.*