



## **INTRODUCTION OF THE ININEW PATIENT SERVICES (IPS) AUTOMATED APPOINTMENT NOTIFICATION SYSTEM FOR WAHA APPOINTMENTS**

Please be advised that effective September 13, 2016 Ininew Patient Services (IPS) put in place a new automated phone system which will inform and remind WAHA clients of upcoming medical appointments. The phone messaging is available in both English and Cree, and will allow the client to confirm attendance to their appointment immediately, or provide them with a call back number to contact IPS directly.

A patient's confirmation of their ability to attend their medical appointment is an important step in the Non-Insured Health Benefits medical transportation process. It is for this reasons that we ask that the patient's current telephone number be used on the Referral Form.

It is the hope of the Weeneebayko Area Health Authority, Ininew Patient Services and Health Canada that the automated call system will improve communications and assist clients regarding upcoming appointments in a timelier manner.

For individuals who don't have a telephone, e-mails will continue to be sent to Patient Care Coordinators at each site to inform them of upcoming appointments.

Your patience and understanding are appreciated during this time of transition.