

## MEDIA RELEASE

### Seven services that made a difference for Northeastern patients in 2017

December 29, 2017 -- With 2017 nearing a close, it's a good time to reflect on some of the things that have made a healthy difference for Northerners this year. For the North East Local Health Integration Network (NE LHIN), it's also a great opportunity to remind people about some of the valuable services available to help connect them with the care they need.

"At the North East LHIN we are working to connect people with services and resources to help maintain their health and wellness. There are many tools and services available to Northern patients and families that are just a phone call or click of a mouse away," said Kate Fyfe, Interim CEO of the North East LHIN.

Below are seven free services and resources supported by the NE LHIN that are helping to better connect Northerners with the care they need.

#### **310-2222 Patient Information and Referrals Line**

Did you know that the North East LHIN delivers home and community care services to more than 17,000 patients each day? For patients and families looking to access home and community care services, all it takes is one phone call to begin the process. The North East LHIN's Patient Information and Referrals Line is available seven days a week from 8:00 a.m. to 8:00 p.m. by dialing 310-2222 (no area code required). Callers can refer themselves or be referred by a medical practitioner, family member, friend, or neighbour. After a referral is made, an initial assessment takes place to evaluate a patient's needs and determine if home and community care or other services are needed,

#### **Northeast Healthline Connect**

A specialized website, <https://connect.northeasthealthline.ca/>, is helping Northerners connect more quickly with community support services and mental health and addictions services. The site contains updated contact information for a wide variety of services, as well as information on upcoming events and classes.

Medical practitioners can use the site to download referral forms for their patients, while members of the public who are seeking services or information can submit requests for service providers to contact them. Service providers will then follow-up on individual requests directly.

## Exercise Classes and Falls Prevention Classes for Older Adults

Being active is one of nine steps older adults can take to lessen their risks of experiencing a fall. To help encourage Northerners to stay active as they age, close to 300 free exercise classes for older adults (65+) are offered each year across Northeastern Ontario. The classes are part of the Stay on your Feet regional strategy, a partnership between the NE LHIN and the five public health units in Northeastern Ontario. Visit the NE LHIN website – [nelhin.on.ca](http://nelhin.on.ca)-- for an updated list of available exercise classes.

## Regional Warm Line

When life becomes challenging, having someone to talk to can make a significant and positive difference. For people who aren't sure where to turn, the NE LHIN Warm Line is available to help. The Warm Line is a bilingual, peer support service that is available across the region.

Calls to the Warm Line are answered by individuals who have personal lived experience with mental health. In addition to peer support, Warm Line staff can also help direct callers to relevant local programs and services in their areas. Open from 6 p.m. to 12 a.m., seven nights per week, Northerners can access the Warm Line by dialing 1-866-856-9276.

## Telehomecare

The [Telehomecare program](#) allows patients with heart failure and Chronic Obstructive Pulmonary Disease (COPD) to become partners in their care from the comfort of their own homes. Using simple in-home equipment, Telehomecare patients are linked with Registered Nurses who provide remote monitoring and regular health coach sessions.

Telehomecare is helping patients with chronic conditions feel better and gain confidence while managing their health at home. Statistics show that patients enrolled in Telehomecare can reduce their trips to the emergency department by 80 per cent. Across the North East LHIN, more than 3,000 individuals have enrolled in Telehomecare since the program's launch in 2012. Talk to your primary care provider if you have COPD or heart failure and feel like Telehomecare could be right for you.



*Free exercise classes for older adults are available across the North East LHIN's geographic area as part of the regional Stay on your Feet strategy. A list of classes and times is available at [www.nelhin.on.ca/stayonyourfeet](http://www.nelhin.on.ca/stayonyourfeet)*

### **Health Care Connect**

One of the tools in place to help improve access to primary care is Health Care Connect—a program that helps Northerners get matched-up with primary health care providers, such as family physicians and nurse practitioners.

More than 60,000 residents in the North East LHIN have been successfully referred to primary care providers through Health Care Connect since the launch of the tool in 2009. [Click here](#) to learn more about Health Care Connect and how to register for the service or call 1-800-445-1822 for more information.

### **Chronic Disease Self-Management Program**

Funded by the North East LHIN and administered by Health Sciences North, the Chronic Disease Self-Management program provides workshops and information for both patients and medical providers free of charge. The program teaches and encourages people living with chronic illness to take charge of their health and the daily tasks involved with self-managing their conditions. Workshop topics include chronic disease self-management, living well with diabetes, and peer leader training. For more information please visit:

<https://www.livinghealthynortheast.ca/>

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