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Weeneebayko Area Health Authority
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IMPORTANT INFORMATION REGARDING A NAME CHANGE TO WEENEEBAYKO PATIENT SERVICES AT HOTEL DIEU HOSPITAL, KINGSTON



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For over 30 years, Health Canada, First Nations and Inuit Health Branch (FNIHB), the Weeneebayko Area Health Authority (WAHA) and Hotel Dieu Hospital have worked collaboratively to provide Weeneebayko Patient Services (WPS) in Kingston. In April 2013, WPS expanded its Kingston-centred role to include processing all medical referrals for WAHA clients. This includes receiving medical appointments that have been booked by medical specialists and advising patients of the appointment details.

WAHA, Health Canada and Hotel Dieu Hospital are writing to announce that Weeneebayko Patient Services in Kingston has been renamed ***Ininew Patient Services, Hotel Dieu Hospital, Kingston***. The name change is effective immediately. The scope of services and functions of Ininew Patient Services remain the same as those provided under the previous name of Weeneebayko Patient Services. The name change aims to provide better distinction between the role of Ininew Patient Services and services provided by WAHA.

WAHA, Health Canada and Hotel Dieu Hospital remain committed to working together to provide quality service to our clients and to address the unique health priorities of the people of Weeneebayko area.

Lori Doran
A/Regional Executive
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Dr. David Pichora
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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.