



1-888-255-1010

Tele-Care NWT



Celebrating Three Years!

May 2007

Success Story

Tele-Care NWT has served over 14,000 callers since the line became available to all NWT residents in May of 2004.

Tele-Care NWT is a free, confidential service available for all residents in the Northwest Territories. It is available 24 hours a day, 7 days a week, and 365 days a year to anyone with a telephone; putting the caller in touch with a registered nurse. By calling 1-888-255-1010 you can receive health information and advice in all of the official languages of the NWT, as well as over 100 languages from around the world.

This April, Tele-Care NWT introduced two new enhancements to the line — Poison Information and Sexually Transmitted Infection Information. Now, with just the push of a button, callers can receive support and information specific to these areas and receive the same care and support as they have received in the past three years.

Looking back over the course of the three years the volume of calls has grown — from 4,019 calls in 2004/05; 5,109 in 2005/06 to 5,323 calls in 2006/07. Individuals accessing the Tele-Care NWT line, ranges from seniors, to new parents. It is great to see the residents of the Northwest Territories taking responsibility for their health by using Tele-Care NWT — one call at a time.



Antoine family; featured in June/July 2006 Newsletter



Esther Braden; featured in Winter 2007 Newsletter



From L to R: Shawna Tohm; Ana Perdoma and Brianna Christison featured in October/November 2006 Newsletter



Frances Aylward; featured in August 2006 Newsletter

If you have had a successful experience with Tele-Care NWT or know someone who is willing to share their story in an upcoming newsletter, please let us know. Contact Tele-Care Project Coordinator at 873-7039.



Info-Soins TNO

Tele-Care NWT 1-888-255-1010

24 Hours a Day • 7 Days a week/24 heures sur 24 • tous le jours 1-888-255-1010 (TDD/TTY)





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In the past three years, the most common symptoms of callers have been:

- Vomiting - Child
- Cough - Child
- Colds - Child
- Chest Pain - Adult
- Fever - Child
- Diarrhea - Child
- Headache - Adult

Here are some health information topics that have been requested by callers in the past three years:

- Breastfeeding
- Medication
- Fever
- Scabies
- Diarrhea
- Flu
- NWT Immunizations



Johanna Grace Hugo

Over the course of the past three years one of the largest groups of individuals accessing Tele-Care NWT have been new parents. Out of a total call volume of 14,451 calls, 25% have been from new parents calling for children under the age of 5. Barbara Beaton is an example of a new mother who has called more than once about her little girl, Johanna Grace, featured above.

Total Number of Calls

Location of Callers by Health and Social Services Authority

HSS Authority	2004/2005	2005/2006	2006/2007
Beaufort Delta	163	297	322
Sahtu	108	204	202
Dehcho	88	182	145
Tli'Cho	56	138	204
Yellowknife	3157	3621	3396
Hay River	344	459	782
Fort Smith	90	186	209
None Specified	13	22	63
TOTAL	4019	5109	5323

Callers are asked to say what they would have done if they had not called Tele-Care NWT. In the past three years, the common answers have been:

- Would have gone or called the Emergency Department or the Health Centre;
- Would have called their Health Care Practitioner;
- Would have waited to see;
- Would have treated at home

