



Eastern  
Health

## **NEWS RELEASE**

### **Eastern Health Opens New Clinic for Patients Without a Family Doctor**

**June 18, 2020 – St. John's, NL:** Eastern Health announced today that it has opened a clinic for patients in the St. John's metro area who currently do not have a family doctor. This Collaborative Team Clinic will operate on Elizabeth Avenue and will begin accepting calls today from patients to arrange for an appointment.

“Opening this clinic is one of the ways Eastern Health is improving access to primary care providers for individuals throughout the region who had previously been unable to find a permanent family doctor,” said David Diamond, President and CEO of Eastern Health. “Eastern Health would like to express appreciation to the participating family doctors and nurse practitioners for working with the health authority to care for additional patients in the community.”

The clinic will be staffed by a collaborative team of health-care providers including family doctors and nurse practitioners on a rotating basis, as well as registered nurses, licensed practical nurses and clerical support. Patients without a family doctor will be registered with the new clinic. Once registered, the patient will be given a telephone appointment with one of the nurses who will complete a health history and schedule the patient for a follow-up appointment with a physician or nurse practitioner. Follow-up appointments may be either by telephone or in person.

“Eastern Health’s Collaborative Team Clinic is a great example of work taking place throughout Newfoundland and Labrador to transform primary health care into a modern model that works for both people and health-care providers. This clinic will increase access for those who need it within an inter-professional model, where providers work as a team to treat illness and promote wellness. Collaborative models like this one deliver the best health outcomes for people and greater satisfaction for health care providers,” said the Honourable John Haggie, Minister of Health and Community Services.

Patients who are interested in registering with this new clinic may call 709-752-4747 between 4:00 p.m. and 9:00 p.m. Monday through Thursday.

“We are pleased to increase access for patients, some who may have gone without seeing a family doctor or, alternatively, visited one of the city’s emergency departments for a non-emergency medical need,” said Judy O’Keefe, Vice President of Clinical Services with Eastern Health. “This clinic will provide patients with the opportunity to obtain services that promote health and wellness, prevent illness, treat health issues or injuries, and diagnose and manage chronic health conditions.”

In addition, individuals can call the 811 HealthLine (811 / TTY 1-888-709-3555) to speak to a registered nurse 24 hours a day, seven days a week about any health issue or concern. For more information about the 811 HealthLine, please visit: <https://www.811healthline.ca/>.

Providing access to primary health care is one of the goals identified in Eastern Health's Strategic Plan 2017-2020, The new clinic aligns also closely with Eastern Health's strategic priorities of access to quality health care and improving overall population health.

**About Eastern Health**

Eastern Health is the largest, integrated health authority in Newfoundland and Labrador employing approximately 13,000 dedicated employees, over 600 medical staff, and is supported by approximately 2,000 volunteers, including members of numerous auxiliaries and fundraising foundations. With an annual budget of approximately \$1.5 billion, the authority offers the full continuum of health and community services including public health, long-term care, community services, hospital care and unique provincial programs and services. Serving a population of over 300,000, Eastern Health's geographic boundaries extend from St. John's west to Port Blandford including all communities on the Avalon, Burin and Bonavista Peninsulas.

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