



A virtual team for primary care providers

December 2024 Newsletter



As we near the end of 2023, we would like to take this opportunity to share our appreciation for your partnership. It is only through your collaboration with the SCOPE Niagara program that we are able to improve the delivery of safe, quality care for patients.

Since April 2024, we have received approximately 750 service requests through the program, resulting in 94 per cent of all calls avoiding unnecessary Emergency Department visits.

On behalf of Niagara Health, we would like to thank you for your support and wish you and your loved ones a happy, healthy and safe holiday season.

SCOPE Niagara holiday hours

During December 2024 and January 2025, SCOPE Niagara operations will be closed Dec. 25, 26 and Jan. 1.

All essential services provided by SCOPE Niagara are available through the rest of the holiday season, Monday to Friday from 8:30 a.m. to 4:30 p.m.



Niagara Health welcomes new Chief of Staff, EVP Medical Affairs

Niagara Health is pleased to announce the appointment of Dr.

Kevin Chan as Chief of Staff and Executive Vice President of Medical Affairs, beginning February 3, 2025. This strategic position on Niagara Health's leadership team reflects our commitment to providing exceptional healthcare services to our community.

Dr. Chan will play a crucial role in advancing Niagara Health's mission to deliver exceptional care through innovation, collaboration and compassion. Dr. Chan's appointment comes at a pivotal time as the organization continues to transform and adapt to meet the changing needs of the community.



Niagara Health is committed to fostering a culture of excellence and is excited to welcome Dr. Chan to the team in the New Year. We look forward to the positive impact he will have on our organization and the communities we serve.

Hospital Information System update

Niagara Health's new Hospital Information System (HIS) is now live, as of Nov. 9, 2024.



We are pleased to inform you that data from Niagara Health (NH) and Hotel Dieu Shaver (HDS) is now fully accessible in Clinical Connect. Health Records Management (HRM) is also live now with Medical Records and Digital Imaging (DI) reports are expected to flow correctly starting Thursday, Dec. 12, following a scheduled update. The HIS Operation Monarch team continues working through faxing issues and will print and courier previous results.

Please be aware that our online [Emergency Department \(ED\) wait time clock](#) is temporarily offline as the system integration continues. As mentioned previously, due to the transition to digital, lab results will not be available in OLIS until approximately May 2025. You will continue to receive faxes of lab results as you do now.

We appreciate patience from partners, patients and visitors as our team becomes familiar with the new system and look forward to continued improvements that will ultimately enhance patient care and efficiency.

If you are having any issues related to the new HIS during this time of transition, such as bookings or receiving reports, please reach out to GoLiveSupport@niagarahealth.on.ca for assistance.

Know Your Options this holiday season

Know your healthcare options

During fall and winter months, patient volumes increase in our Emergency Departments as the demand for healthcare services increases.



When to seek
primary care



When to go to an
Urgent Care Centre



When to go to an
Emergency Department



When to go to
a Pharmacy



Virtual
Urgent Care

niagarahealth

Our Emergency Department (ED) staff and physicians are working hard to serve all patients with safe, quality care in a timely manner. Like many hospitals in Ontario, our EDs are feeling the stress of an increase in respiratory illnesses in the region.

To help alleviate the stress on our EDs, Niagara Health is asking the community to know their healthcare options. If you do not need emergency care, you have other healthcare options close by, such as primary care, walk-in clinics and [virtual urgent care](#). Pharmacists can also help with more than a dozen common ailments, which may prevent the need for a trip to the ED.

Getting vaccinated for influenza, COVID-19 and RSV (respiratory syncytial virus) can also help people avoid a visit to the ED.

Know Your Options

It takes a region to keep Niagara healthy

This is an opinion column written by Lynn Guerriero, President and CEO of Niagara Health, and Sabrina Piluso, Director of Niagara Ontario Health Team - Équipe Santé Ontario Niagara (NOHT-ÉSON). It was originally published in the Niagara Dailies.

Just as it takes a village to raise a child, it takes an entire region working together to keep Niagara residents healthy and supported at every stage of life.

From family doctors and pharmacists to home care providers, hospitals, social services and long-term care facilities, every part of the system has a role in ensuring healthcare works effectively.

No single organization can tackle these challenges alone. The most meaningful progress happens when every part of the system works together to ensure patients receive the right care in the right place at the right time.



Read the column

SCOPE Niagara is a partnership between Niagara Health, Niagara Practitioners Healthcare Alliance and Home and Community Care - as part of the Niagara Ontario Health Team.

Visit the SCOPE Niagara website for ongoing updates

Regular Hours of Operation

Monday to Friday
8:30 a.m. to 4:30 p.m.

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