

## NEW FUNCTIONALITY FOR OUTPATIENT CLINIC APPOINTMENTS

**Baie-Comeau, April 11, 2023** – The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord would like to notify the population that, in a few weeks, a new functionality will be implemented to the communication system for outpatient clinic appointments to enable users to receive confirmations by telephone, text message (SMS) or email.

Starting on April 11, 2023, during telephone calls for appointment scheduling, users will be asked to consent to receiving this communication and to confirm their choice(s) of communication mode based on the devices at their disposal.

In late April, users who have registered will receive a confirmation of their appointment through the communication mode they have chosen. Then, starting in mid-May, on the day before their appointment, they will receive an automated reminder and they will be asked to confirm their attendance.

Since this system will be used through an external provider, emails will be sent by the sender “PETAL” and text messages and telephone call will come from the number 1 855 773-0796. You can add this number to your contacts under the name “CISSS de la Côte-Nord” for future appointment confirmations.

This new functionality will be implemented gradually for various types of appointments. Confirmation will be sent as the system rolls out.

The CISSS de la Côte-Nord thanks you for your cooperation.

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