

## **AXELLE TELEPHONE PLATFORM: USERS WHO HAVE BEEN WAITING FOR A MEDICAL SPECIALIST FOR OVER A YEAR WILL BE CONTACTED**

**Baie-Comeau, January 24, 2023** – The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord announces that users in the region who have been waiting for an appointment with a medical specialist for over a year will soon receive a call from Axelle, the automated system of the Centre de répartition des demandes de services (CRDS).

The purpose of these calls is to update and validate the waiting list for an appointment with a medical specialist in the region or elsewhere. The users concerned will receive a call or a text with the following message: “Hi, I am Axelle, the automated system of the Centre de répartition des demandes de services de la Côte-Nord. Please answer the following questions so we can update the waiting list.”

Once the call has started, people simply have to validate certain information, such as their last name and date of birth, and to answer questions on the evolution of their condition. If a user mentions that an appointment is no longer necessary, the physician will be notified to cancel the request. The physician can contact the CRDS if they believe that a consultation is still necessary.

All CRDSs in the province are currently verifying and updating their waiting lists for several medical specialties. The deployment of Axelle is part of these efforts to optimize the appointment management process and improve accessibility to specialized medical services.

- 30 -

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