

## CHANGES TO THE TELEPHONE SYSTEM OF THE TRANSPORTATION DEPARTMENT OF THE CMSSS DE LA BASSE-CÔTE-NORD

**Baie-Comeau, April 26, 2023** – The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord would like to notify the Lower North Shore population that a new functionality will be implemented for the communication system of the Transportation department of the Centre multiservices de santé et de services sociaux (CMSSS) de la Basse-Côte-Nord.

Starting on May 1, 2023, telephone calls from users about elective outpatient appointments will be queued based on the order they are received. This service will be reachable by calling **418 461-2144, option 7**.

This new mode of operation will help direct a large number of calls to a unique telephone number. In addition to improving services provided to users, this will maximize the capacity of the current team and optimize the appointment scheduling and management process.

The Transportation department is responsible for organizing the transportation of Lower North Shore users based on the scheduled appointment dates for diagnostic services and medical treatments prescribed by a physician.

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

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