

NEWS RELEASE

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INFO-SANTÉ 811 IN NUNAVIK

Kuujjuaq, March 27, 2023 – The Nunavik Regional Board of Health and Social Services (NRBHSS) is implementing the first-line service Info-Santé 811 hotline in Nunavik. As of April 1st, Nunavimmiut will be able to call 811 to obtain general information, advice or guidance regarding non-urgent health issues. This service will be available 24 hours a day, 365 days a year, on a free and confidential basis. Info-Santé 811 will also provide answers to questions related to COVID, as the COVID-Info line will cease to operate.

Info-Santé 811 services are offered by qualified nursing personnel, trained to adequality answer Nunavimmiut. The service is available in English and French. When calling Info-Santé 811, a nurse collects user's necessary information, assess and makes recommendations based on the health condition of the caller as health professionals in CLSC/Nursing Stations would do. Users could be directed to the CLSC/Nursing Stations to see a healthcare professional in person or to the most appropriate resource depending on the situation. For emergency calls, users still need to dial 9090.

This new service is an additional way for Nunavimmiut to access health services. It will allow Nunavimmiut with minor health issues to be treated rapidly and it will help prioritize urgent inperson cases at CLSC/Nursing Stations, thus optimizing the work of professionals in CLSC/Nursing Stations and improving healthcare in Nunavik.

The Nunavik Regional Board of Health and Social Services is a public agency created in 1978 under the James Bay and Northern Quebec Agreement. It is responsible for nearly the entire Quebec territory located north of the 55th parallel in terms of the provision of health and social services for the inhabitants of the 14 communities.

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Source: Nunavik Regional Board of Health and Social Services

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