



MISERICORDIA
Health • Centre
The future of care

Provincial Health Contact Centre

Misericordia Health Centre operates the Provincial Health Contact Centre in cooperation with Manitoba Health and the Winnipeg Regional Health Authority. This internationally-recognized contact centre supports health and social service delivery with more than 600,000 calls annually.

Clinical Programs

Health Links – Info Santé | 204-788-8200 | Toll Free 1-888-315-9257

Health Links – Info Santé was the first bilingual phone-based nursing triage system in Canada and operates with a team of registered nurses available 24/7; the program answers over 118,000 calls annually. Supported by electronic assessment guidelines and health education documents, health issues - ranging from flu symptoms to heart attacks - are triaged, education is provided and advice as to what health-care path should be pursued: call 911, visit to an ER, booking an appointment with a family physician or advice on managing symptoms at home, is made available to callers. Callers can also access the Breastfeeding Hotline and various public health services such as the annual influenza and West Nile Virus programs by calling Health Links – Info Santé.

TeleCARE TéléSOINS Manitoba | 204-788-8688 | Toll Free 1-866-204-3737

This telephone-based program supports Manitobans with heart failure or Type 2 diabetes to manage their condition by phone or videoconference. Experienced nurses support enrolled clients with individualized, person-focused care. Nurses collaborate with primary care providers to promote client self-management, supported by phone follow-up and education to improve outcomes.

Dial-a-Dietitian | 204-788-8248 | Toll Free 1-877-830-2892

Dial-a-Dietitian connects callers to registered dietitians, who put the science of nutrition into practice every day and are available to provide advice to promote individual and family health. Nutrition information is provided verbally and written resources can be mailed directly to the caller.

Non-Clinical Programs

Non-clinical calling programs support a wide range of client services, including WRHA Home Care. Many of the calls come in after hours, providing Manitobans with information they need around the clock.