

### **Definition/Description:**

Description of how current sources of information are accessed by the general public

### **Source:**

Director, Communication and Public Relations, Winnipeg Regional Health Authority

### **Findings/Highlights:**

- Information on services and programs provided within the Region is available on the WRHA web site, using 'Encompass', which is a searchable listing of all WRHA health services, programs and organizations.
- WHR residents were advised of this program through a postcard mailout that included the Encompass web address. In addition, the postcard also included a phone number that could be contacted instead for information on health services and programs (Health Links). Staff at Health Links was trained in the use of the Encompass database to help direct the public over the phone.
- Staff at reception points and those whose role is, in part, to assist the public in finding services or navigating the system have been provided with the encompass database and trained in its use.
- The same web site allows the individual to obtain information on specific services as selected from a menu. These include (but are not limited to) physician services, hospital services and long-term care services.
- Maps to illustrate the location of sites and services by Community Area will be available from the WRHA Internet site
- The City of Winnipeg white pages telephone directory includes listings for Community Area offices and services, regional community programs and services as well as contact numbers for the Corporate Office (telephone, fax and Web Site address).
- The 2004 MTS white pages includes a detailed 32-page listing of Health Services in Winnipeg.
- The Yellow Pages includes 1 listing for a central number as well as the Web Site address
- As well, a list of sites and services by Community Area is included in the Community Health Profiles.