Sent by the Minister for Torngat Mountains with love K Hawkins George Nov 5/24

Newfoundland & Labrador

Government of Newfoundland and Labrador
Department of Health and Community Services
Office of the Minister

COR-2024-203100/01

September 23, 2024

Lela Evans
MHA - Torngat Mountains
LelaEvans@gov.nl.ca

Dear Ms. Evans:

I am writing in response to your email received on September 17, 2024 where you raised concerns with the availability of timely air medical transportation services for the residents within the district of Torngat Mountains.

I want to thank you for raising your concerns and I want to assure you that I take these issues of concern very seriously. As you are aware, coastal Labrador scheduled medical transportation services are provided through Air Borealis under contract with Newfoundland and Labrador Health Services (NLHS). I certainly appreciate the challenges that exist for residents of coastal Labrador in accessing services not available in their communities and hence the critical importance of a reliable and timely scheduled medical transportation service.

I understand that there have been changes to the service delivery model over the years including the flexibility for NLHS to arrange for extra flights to better address the increasing demand for these services. Consequently, the number of scheduled medical transportation services flight for the north coast of Labrador have increased to five days a week as opposed to three days a week. Officials within the Department and NLHS continue to collaborate with the contracted service provider Air Borealis to maximize the availability of the service to the residents of coastal Labrador. I am copying Karen Stone, NLHS Interim Chief Executive Officer on this email should there be any further questions or concerns that you would like to have addressed. PHP

As noted above, I appreciate the critical importance of this service and would like to note that in accordance with Health Accord NL recommendations we are moving forward with ambulance integration. This ongoing effort to implement an integrated medical transport network will result in NLHS being able to realize the Health Accord vision for better healthcare access and equitability for all residents throughout the

province including coastal Labrador. I look forward to continued dialogue on this important matter and thank you again for bringing your concerns to my attention.

Sincerely,

HONOURABLE JOHN HOGAN, KC
Minister of Health and Community Services
Attorney General
MHA - District of Windsor Lake

cc: Lisa Dempster, Minister of Labrador Affairs
Karen Stone, Chief Executive Officer, NLHS
John McGrath, Deputy Minister, HCS