

Frequently Asked Questions

1. When did Primary Care services move into the Łiwegòtì building and amalgamate 10 teams into 4?

In May 2024, the Łiwegòtì building opened in Yellowknife. As part of the move to this new building, the change was implemented to allow the 4 new integrated care teams to get familiar with the new way of working, at the same time they were familiarizing themselves with the new building they'd be working in.

2. Why were the 10 teams amalgamated into 4?

The decision to shift from 10 to 4 integrated care teams was made after a review of the model's service delivery outcomes and ongoing difficulty maintaining appropriate resource allocation across all teams. This caused some teams to be well-resourced while others did not have the personnel required to provide similar levels of service to their assigned patients. The move to 4 teams will change this by assigning a full complement of staff and physicians, as a first step to ensuring equitable access to care for all.

3. What happens if my Physician leaves my integrated care team?

If a Physician leaves your Primary Care team, you will continue to be cared for by the team that the Physician was associated with. This will include another team Physician, Nurse Practitioner, Community Health Nurse, Licensed Practical Nurse, Holistic Wellness Advisor, and/or Program Assistants.

4. What is an integrated care team?

An integrated care team is a team comprised of health providers such as a Physician, Nurse Practitioner, Community Health Nurse, Licensed Practical Nurse, Holistic Wellness Advisor and Program Assistant, who can provide you with the right care depending on your needs. What this means is that when you call to book an appointment, who you see may change based on your appointment needs, but it will be with the same team – ensuring the health care provider you see already knows about you and your individual needs.

5. How can I book an appointment for same-day services with primary care?

You have 3 ways to book a same-day appointment with a Primary Care provider:

- **Option 1:** Call (867) 767-9294 starting at 8:05 a.m., Monday – Friday and Saturdays starting at 8:35 a.m. This is the recommended option.
- **Option 2:** Visit the Yellowknife Primary Care Clinic in-person starting at 8:05 a.m., Monday – Friday, and Saturdays starting at 10:00 a.m. Please look for signage indicating whether you need to go to the pod A or pod B reception area.
- **Option 3:** Visit the Primary Care Reception desk at the Łiwegòatì building in person between 8:00 a.m. and 4:30 p.m., Monday -Friday.

Same day appointments fill quickly as there are a limited number of appointments available each day. Please note the online callback form on the NTHSSA website cannot be used for same-day appointments.

6. How do I book an appointment for a future date with primary care?

You have 3 ways to book an appointment with primary care:

- **Option 1:** Call the Łiwegòatì building main switchboard at (867) 767-9400 or Primary Care directly at (867) 767-9294. Please note call volumes may be high and if your call is not immediately answered, please try again, or use one of the other options.
- **Option 2:** Visit one of our primary care sites in person. At the Yellowknife Primary Care Centre look for signage indicating which reception area: Pod A or B. At the Łiwegòatì Building, go to the Primary Care Reception desk.
- **Option 3:** Request a call-back by visiting: www.nthssa.ca/callback.

7. Where is the Łiwegòatì building located?

The Łiwegòatì building is located next to the Stanton Territorial Hospital at 550 Byrne Road in Yellowknife (the former Stanton Territorial Hospital building).

8. What services are available in the Łiwegòatì building?

The following services are now available in the Łiwegòatì building:

- Primary Care Services
- Outpatient Services & Rehabilitation:
 - Audiology Services
 - Child Development Team
 - Occupational Therapy
 - Physiotherapy
 - Speech Language Pathology
- Extended Care
- Long Term Care

Services provided at the Yellowknife Primary Care Centre:

- Same-Day Primary Care Services
- Diabetes Program
- Outpatient Psychiatry
- Public Health - STI Program
- Community Mental Health and Adult Services
- Diagnostic Imaging and Lab Services