

52 NTHSSA Improvements, in 52 Weeks

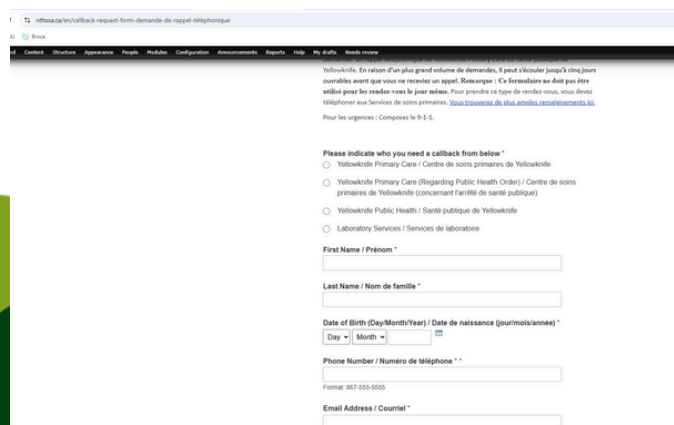
For 52 weeks, the NTHSSA will be celebrating one improvement each week! These weekly reports are one way we are working to recognize some of the staff-led initiatives that are making a difference across the organization for staff and clients alike. This is all part of our commitment to being responsive, showcasing innovation, and demonstrating progress- big or small - that we are proud to be making together.

Week 5 of 52 (Week of July 28, 2025): Laboratory Callback Request Form

Change Driver: Booking challenges for laboratory services have been ongoing, but staff in the lab have collectively discussed proposed solutions to provide improvements and ease booking challenges.

Link to System Vision: This links to 'Best Care' as a means to support client access to services in a timeline and efficient manner.

Improvement Initiative: Laboratory staff have recognized the importance of streamlining access to lab services and have taken proactive steps to implement an online callback request form. This new system will enhance client access by reducing the difficulties often experienced when trying to reach the lab by phone. At the same time, it supports staff efficiency. By dedicating specific time to monitor and respond to the callback request form via email, staff can provide more responsive and organized communication without the need to juggle phone calls, put clients on hold, and/or interrupt their workflow.

A screenshot of a web browser displaying the 'Laboratory Callback Request Form'. The browser's address bar shows the URL 'nthssa.ca/lec/callback-request-form-demande-de-rappel-telphonique'. The page has a dark header with navigation links: Accueil, Services, À propos, Contact, and a search icon. The main content area is white with a light blue border. It starts with a disclaimer in French: 'Yellowknife, En raison d'un plus grand volume de demandes, il peut s'écouler jusqu'à cinq jours ouvrables avant que vous ne receviez un appel. Remarque : Ce formulaire ne doit pas être utilisé pour les rendez-vous le jour même. Pour prendre un rendez-vous, vous devez téléphoner aux Services de soins primaires. (Pour en savoir plus sur les services de soins primaires, cliquez ici.)' and 'Pour les urgences : Composez le 9-1-1.' Below this, there's a section 'Please indicate who you need a callback from below:' with four radio button options: 'Yellowknife Primary Care / Centre de soins primaires de Yellowknife', 'Yellowknife Primary Care (Regarding Public Health Order) / Centre de soins primaires de Yellowknife (concernant l'ordre de santé publique)', 'Yellowknife Public Health / Santé publique de Yellowknife', and 'Laboratory Services / Services de laboratoire'. The 'Laboratory Services' option is selected. Below the radio buttons are input fields for 'First Name / Prénom', 'Last Name / Nom de famille', 'Date of Birth (Day/Month/Year) / Date de naissance (jour/mois/année)', 'Phone Number / Numéro de téléphone', and 'Email Address / Courriel'. The date of birth field has dropdown menus for Day, Month, and Year. The phone number field has a format hint 'Format: 867-555-5555'. The email address field has a hint 'Format: @example.com'.