

How long will I have to wait to get an appointment?

That would depend on the number of openings available for non-urgent clients and whether or not you might be willing to travel for services.

Will I have trouble booking a follow-up appointment?

No, after your initial assessment your physiotherapist will work with you to determine a treatment plan. Non-urgent patients will be offered up to six (6) sessions of therapy.

As of April 1, 2023 Newfoundland and Labrador Health Services brings together four regional health authorities (RHAs) and the Newfoundland and Labrador Centre for Health Information (NLCHI).

Outpatient Physiotherapy Assessment Clinic

for residents of the Central Zone

1-844-865-6281.

CH PHY 042

Outpatient Physiotherapy Services



QUESTION AND ANSWER GUIDE



**NL Health
Services**

What is Central Intake?

Central Intake is a booking system for non-urgent outpatient physiotherapy services. It is a telephone number which you call once if you want therapy.

What are the benefits of a central line?

This process benefits clients by:

- Decreasing wait times
- Providing clients with better access to services
- Ensuring services are more readily available when you need it

How will I book an appointment?

You may self-refer to book for physiotherapy. You may also be referred by a medical provider. To book an appointment call the toll free assessment clinic line 1-844-865-6281.

What happens when you call the assessment line?

A voicemail will direct you to leave your full name and phone number. Your name will then be collected and placed on a waitlist. You may receive a call back within two weeks to advise when an appointment may be available in your area.

Can someone else call for me?

If you are unavailable to call and you wish to have another person arrange the appointment for you they may call on your behalf. We will take their message and follow-up with you.

Why is someone else seen before me?

All referrals received in the Central Zone are categorized **urgent** (fractures, surgery) or **non-urgent**. If your referral is categorized as non-urgent you are contacted by letter and asked to call the toll free line at 1-844-865-6281.

How many assessment appointments are available each week?

The number of outpatient assessment appointments will vary depending on the number of referrals received for urgent clients.

