



Nova Scotia Health Central Zone

We created this resource to help answer your questions as well as provide information that may help you and your constituency office staff respond to inquiries from constituents related to Nova Scotia Health.

We look forward to working with you to strengthen Nova Scotia's health system, hearing your insights on the health needs in your community and exploring how we can assist you in serving your constituents.

Central Zone's Leadership Team

Eileen MacGibbon, VP Operations and Dr. Christy Bussey, Executive Medical Director

Central Zone Quick Facts

Nova Scotia Health's Central Zone includes Halifax area, Eastern Shore and West Hants.

Tertiary hospital:

- QEII Health Sciences Centre (Halifax)

Specialized mental health inpatient care:

- Nova Scotia Hospital (Dartmouth)
- East Coast Forensic Hospital (Dartmouth)

Regional hospitals:

- Dartmouth Regional Hospital (Dartmouth)

Community hospitals:

- Bayers Lake Community Outpatient Centre (Halifax)
- Hants Community Hospital (West Hants)
- Cobequid Community Health Centre (Sackville)
- Twin Oaks Memorial Hospital (Musquodoboit Harbour)
- Eastern Shore Memorial Hospital (Sheet Harbour)
- Musquodoboit Valley Memorial Hospital (Musquodoboit Valley)

If at any time you have additional questions or concerns, or suggested additions to the guide, please email CZleaders@nshealth.ca.



Where to go for healthcare



Not sure where to go for health care advice?

Call **911** for emergencies.

Nova Scotians can call **811** to speak with a registered nurse for reliable, trusted health advice 24 hours a day, seven days a week.

The **Mental Health and Addictions**

Provincial Crisis Line

is available 24/7 to anyone experiencing a mental health or addictions crisis or someone concerned about them, by calling 1-888-429-8167 (toll free).

Visit **MHAHelpNS.ca**

for information on support and available mental health and addictions services, such as free and confidential e-Mental Health services available 24/7 to all Nova Scotians.

Health information on more than 500 topics is available online at **811.novascotia.ca**

Take advantage of online wellness sessions on healthy living. You can access these by visiting **healthynovascotia.ca**

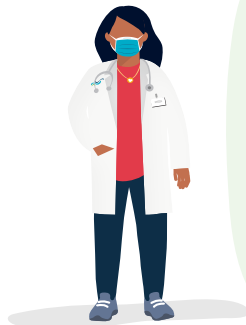
Your primary care provider (family doctor or nurse practitioner) is where most of your health issues can and should be addressed. However, there are times when you may not be able to see your primary care provider and you require urgent treatment, or you might not have a primary care provider.

Need a Family Practice Registry

Individuals without a primary care provider can request to join the *Need a Family Practice Registry*, our way of connecting Nova Scotians who do not have a primary care provider to a Health Home. Individuals are connected with a provider when one is available in their community. In 2023, Nova Scotia Health added a voluntary, confidential health questionnaire to the Registry. This helps identify health concerns and improve support and services.

There are two ways you can join the Registry:

- register online by visiting needafamilypractice.nshealth.ca
- call 811, Monday through Friday, from 10 a.m. to 6 p.m.



The Need a Family Practice Registry report is now part of an online dashboard on the **Action for Health website**, actionforhealth.novascotia.ca. To view the number of people on the registry, visit the **data dashboard**. The interactive dashboard includes measures so Nova Scotians can understand how the Province is tracking and measuring progress on improving the system for patients and healthcare professionals, such as emergency department visits and hospital occupancy percentages.

While people await placement with a family practice, there are a variety of services and supports available, virtually and in person. To learn more about all the healthcare options available to you, you can download the YourHealthNS app. You can also try our interactive tool that will also help refine services based on your needs and location. Learn more nshealth.ca/family-medicine-and-primary-care/accessing-primary-care

YourHealthNS

You can use the app to do things like navigate general health information, book services, review some of your own health records and search for care options. You can use the app to help you get care by using the 'Find Care' option and 'Open Virtual Assistant'. This is an automated, 24/7 tool to help you find the most appropriate care option. Learn more yourhealthns.ca.

Where to go for healthcare continued



Mobile Primary Care Clinics

Mobile Primary Care Clinics were created through Nova Scotia Health's Innovation Hub as a partnership between Nova Scotia Health, Emergency Health Services and key community partners.

Care is provided by doctors, nurse practitioners, nurses, paramedics and other primary care providers. These clinics can only address non-urgent, low acuity health issues and are not an emergency service. Patients will be seen in a clinic environment.

These are a temporary service to ensure we are bridging a gap in primary care services currently being experienced around the province. Learn more: nshealth.ca/mobileprimarycareclinics

Community Pharmacy Primary Care Clinics

The Pharmacy Association of Nova Scotia (PANS), in partnership with the Government of Nova Scotia and Nova Scotia Health, is piloting new primary care clinics at select pharmacy locations.



These pharmacist-led clinics will provide an extended suite of pharmacy primary care services at no charge to people with a valid Nova Scotia health card. These services include assessment and prescribing for strep throat, pink eye, urinary tract infections (UTIs), chronic disease management (diabetes, chronic obstructive pulmonary disease (COPD), asthma), prescription renewals for all medications and more. Publicly funded vaccines for adults and children are also available at these clinics as well as medical injections (fee may apply). Learn more about services offered, participating locations, and how to book online appointments by visiting: pans.ns.ca/cppc

Bayers Lake Community Outpatient Centre

Bayers Lake Community Outpatient Centre offers appointment-based services and clinics in a convenient location. Clinics include endocrinology, medicine, plastic surgery and orthopedic surgery assessment, eye care, diagnostic imaging, blood collection, renal dialysis and rehabilitation. Please note: Walk-in and emergency services are not available at this location. Learn more here nshealth.ca/locations-and-facilities/bayers-lake-community-outpatient-centre

Urgent Treatment Centres

Urgent treatment centres offer quick, convenient care appropriate for many patients with unexpected, non-life-threatening health concerns, such as mild abdominal pain, minor infections, simple fractures and sprains.

There are two urgent treatment centres in Central Zone - Musquodoboit Valley Memorial Hospital in Middle Musquodoboit and Eastern Shore Memorial Hospital in Sheet Harbour. Learn more here nshealth.ca/urgenttreatmentcentre

View the **Where to go for healthcare** pamphlet attached or online: nshealth.ca/wheretogoforhealthcare to learn more about access to services and options for care.



Virtual Services

How to sign-up for VirtualCareNS

VirtualCareNS provides all Nova Scotians with virtual access to a primary care provider (doctor or nurse practitioner) online through their computer or mobile device.

The services that you have access to within VirtualCareNS depend on whether you have a primary care provider. For more information visit: nshealth.ca/virtual-care/virtual-care-ns/register-virtualcarens

To sign up, you need the following:

- A valid Nova Scotia health card
- An e-mail address
- Access to the internet through a computer or mobile device



Once you have signed up, you can have online visits with a primary care provider.

Virtual Urgent Care

Nova Scotia Health is offering a virtual option for people coming to the hospital with urgent, non-life-threatening health issues. Virtual Urgent Care is not a replacement for the local emergency department but will be particularly helpful during times when the local emergency department is temporarily closed.

Receiving urgent care virtually is simple, safe and confidential. At times when virtual urgent care is offered, patients will be assessed by on-site triage staff and register as usual. Some examples of what may be able to be seen through a virtual appointment include:

- prescription refills
- sinus congestion
- coughs and sore throat
- urinary tract infections
- skin concerns; bites and stings
- mild/ moderate aches and pains

To view the virtual urgent care schedule of hospitals near you, learn more at nshealth.ca/clinics-programs-and-services/virtual-urgent-care

What is VirtualCareNS?

VirtualCareNS provides free access to primary care for **all Nova Scotians**. Through VirtualCareNS, you can make a virtual medical appointment for your primary health care needs. Visit virtualcarens.ca to register or request a virtual visit. VirtualCareNS is not an emergency service.



Mental Health and Addictions Supports



In Central Zone, you have access to a continuum of Mental Health and Addictions services and supports to help meet your needs.

Central Intake provides triage, screening and navigation for Mental Health and Addictions programs, where an intake clinician can help determine what services and supports best meet your needs. You can then be linked with Community Mental Health and Addictions clinics, Recovery Support Services or Opioid Recovery Programs, as well as be referred to other appropriate resources in your community.

Mental Health and Addictions Central Intake

If you need help with a mental health or addictions concern, our team is here to help Monday, Wednesday and Friday, 8:30 a.m. to 4:30 p.m. and Tuesday and Thursday 8:30 a.m. to 8 p.m. Evenings, weekends and holidays.

1-855-922-1122

Services in Central Zone

Community Mental Health and Addictions Clinics located in Cole Harbour, Lower Sackville (Cobequid), Halifax, Dartmouth, Windsor, Sheet Harbour, Middle Musquodoboit, and Musquodoboit Harbour (Twin Oaks Memorial) include a team of mental health and addictions professionals who provide services on an outpatient basis to individuals experiencing moderate to severe functional impairment due to their mental health. The team provides assessment, diagnosis and treatment services that can help people to manage mental illness, addictions and co-occurring disorders. The teams can help people from across the lifespan - children, youth and adults - to manage mental illness, addictions and co-occurring disorders. The teams work with individuals, families, community organizations, family physicians and others. Treatment may include individual or group therapy.

The **Opioid Recovery Program** offers opioid agonist therapy and programming to individuals with an addiction to opioids. It includes assessment, treatment planning, relapse prevention and supportive counselling, which is provided by a team of health care professionals.

The **Mental Health Acute Day Hospital** at QEII Health Sciences Centre in Halifax (Abbie J. Lane Building) is a four-week structured outpatient program for adults that focuses on mental health relapse prevention. A team of mental health specialists provide education, skill building, and psychosocial supports through group programming. People are referred to the hospital through psychiatrists, community mental health clinicians and emergency departments.

Recovery Support Centres are located in Halifax and Dartmouth. These locations provide a safe, inviting, therapeutic environment for individuals and their families, clinicians and staff, and a location well-suited to provide high quality clinical care and psychosocial support. Here we can better support the recovery and well-being of patients and their loved ones. This service can be accessed any of these ways: Call the Recovery Support Centre directly for information, or to schedule an appointment, call the Mental Health and Addictions Intake Service at 1-855-922-1122, or drop in during business hours.

Mental Health and Addictions Supports (Continued)

When patients require an admission for psychiatric care they are transferred to the nearest inpatient acute psychiatric unit. These services are for people who cannot be safely assessed, diagnosed and stabilized in the community. Inpatient units are available across the province. Inpatient units are available across the province.

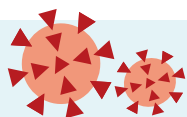
Visit [MHAHelpNS.ca](https://mha.nshealth.ca) and view the attached pamphlet “CZ MHA Resources” to learn about our services, and gain access to our free online eMental Health tools.

A new interactive tool will also help refine services based on user needs and location. Learn more <https://mha.nshealth.ca/en/help>

Provincial Mental Health and Addictions Crisis Line:

1-888-429-8167

Available toll-free 24/7 to anyone experiencing a mental health and/or addictions crisis, their family and friends, as well as those who support clients with a mental health and/or addictions crisis.



COVID-19

In October 2024 Nova Scotia Health’s testing strategy for acute viral respiratory infections changed to ensure people who are at highest risk of severe illness and hospitalization have access to medication. Test supplies are limited and should not be used unless you are eligible for treatment.

To be eligible for either a rapid or PCR test, you must be in a high-risk category and have symptoms. Learn more www.nshealth.ca/coronavirustesting

People who are eligible for rapid tests can pick them up from participating MLA offices and public libraries, or book an appointment at a testing location. Find out more about rapid test access in Nova Scotia at www.nshealth.ca/rapid-tests

If you test positive, complete the Report & Support form to be assessed for medications that reduce the risk of severe illness from COVID-19. **Complete by phone (1-833-797-7772) or online (c19hc.nshealth.ca/self-report)**.

Vaccines are our #1 defense against severe illness and hospitalization from COVID-19. Find out more about the COVID-19 vaccine and your eligibility. www.nshealth.ca/coronavirusvaccine



Public Health continues to encourage people in Nova Scotia to stay up-to-date on their COVID-19 vaccines, and to receive their influenza vaccine to reduce the spread of illness this respiratory season. Public Health Mobile Unit (PHMU) clinics offer COVID-19 and influenza vaccines and tests for those who are eligible. **Find PHMU clinic:** www.nshealth.ca/PHMU

Book a COVID-19 or influenza vaccine: novascotia.ca/vaccination or call 1-833-797-7772

Continuing Care

Continuing Care Services are provided to eligible people who need care outside of the hospital in their home and community. Care can be provided on a long- or short-term basis and can include services like coordinating home care and supporting long-term care when appropriate.

Continuing Care Services are coordinated across the province through this toll-free number: 1-800-225-7225. The service is available from 8:30 a.m. to 4:30 p.m. seven days a week and staff is available to discuss options with the caller.

Our **Guide to Receiving Home Care Services in Nova Scotia** provides information about how to access home care services, what will happen if you are in hospital, the difference between care coordination, home care service provider and home care nursing provider roles, what you need to know to prepare for service, if there is a fee or a wait list for service, how to provide feedback, who to call when, etc. The guide is available on our website nshealth.ca/sites/nshealth.ca/files/a_guide_to_receiving_home_care_services_in_ns.pdf



The **Guide to Receiving Home Care Services in Nova Scotia** complements our **Guide to Moving into Long-Term Care in Nova Scotia**, which provides information about long-term care, how to prepare for this move, the roles of staff, family, and others, and where to go for assistance when seeking long-term care. The guide is available on our website nshealth.ca/sites/nshealth.ca/files/a_guide_to_moving_into_ltc_in_ns.pdf

Please note: Assisted Living/Retirement Living facilities are privately operated and not licensed by government. A list of approved home care agencies and licensed long-term care facilities and providers can be found on Nova Scotia Department of Seniors and Long-Term Care website novascotia.ca/dhw/ccs

Additional resources

Government of Nova Scotia Home Care Agencies Directory
novascotia.ca/dhw/ccs/documents/Home_Support.pdf

Home Oxygen Service Approved Vendors
novascotia.ca/dhw/ccs/FactSheets/Home_Oxygen_Service_Approved_Vendor_List.pdf

Nova Scotia Department of Seniors and Long-Term Care – Home Care Policy Manual
novascotia.ca/dhw/ccs/policies/HomeCare_Policy_Manual.pdf

Nursing Homes and Residential Care Facilities Directory
novascotia.ca/dhw/ccs/documents/Nursing-Homes-and-Residential-Care-Directories.pdf

Nova Scotia Government Positive Aging Directory novascotia.ca/seniors/directory

Visit nshealth.ca/continuing-care to learn more about Continuing Care programs and services.

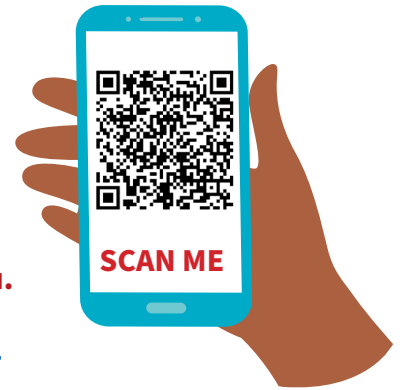


Service Statuses, Closures and Cancellations

You can find information about service interruptions at nshealth.ca/service-interruptions

You can find information on emergency department open hours and closures at nshealth.ca/emergency-care

Find the emergency care options that are currently available nearest to you. If you would like to answer a few short questions, you can find the nearest open emergency department by visiting nshealth.ca/emergency-care/find-nearest-emergency-care or scan the QR code to learn more.



Predicted ED Wait Times

Nova Scotia Health launched an information tool that helps Nova Scotians understand wait times at some of the province's largest emergency departments. Predicted wait times for select emergency departments across the province can be found at: nshealth.ca/edwaittimes

These wait times are not guaranteed and may not be the time you will need to wait once you arrive.

Blood Collection

REMINDER: There are no walk-in appointments available. All blood collection services now require booked appointments. The process differs based on location. Please refer to the blood collection location information for appointment booking instructions at each location found here: nshealth.ca/laboratory-services/blood-collection

To book online visit: booking.nshealth.ca/qmaticwebbooking/#/

If you do not have access to a computer, call: 902-473-2074 or toll-free 1-833-942-2298 from 7 a.m. to 6 p.m. Monday to Friday (excluding holidays)

Please note there is no ability to leave a message. Please refer to the location hours and appointment booking instructions found here for more information: nshealth.ca/blood-collection.

Feedback

Every day, we learn from patients, clients and families. When you tell us about your experience – good or bad – it helps us improve the care and service we provide.

We'd love to hear your compliments and/or concerns. You can share these directly with your healthcare provider(s) or unit/department manager, or you can call **1-844-884-4177** toll-free anywhere in Nova Scotia, or send an email to **CZPatientRelations@nshealth.ca**.

To learn more visit:

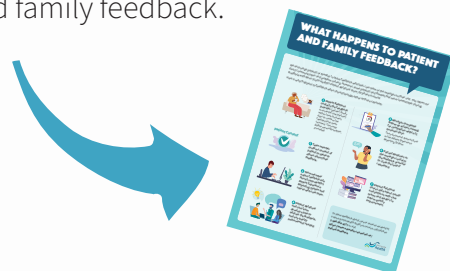
nshealth.ca/contact-us/patient-feedback



View the **How to provide patient and family feedback to Nova Scotia Health**

pamphlet attached or online:

nshealth.ca/documents-and-reports/patient-family-feedback-infographic to learn more about what happens to patient and family feedback.



OTHER FREQUENTLY ASKED SERVICES AND RESOURCES:

- For questions about MSI related matters, including lost or stolen health cards, visit MSI or call 1-800-563-8880.
- For questions about billing from Nova Scotia Health, call Finance Services at 1-844-783-7416.
- For questions relating to Health Records, call 902-473-5512 or visit **nshealth.ca/healthinfo**
- To access immunization records, contact the Public Health office in your area or call 902-481-5800.
- For community and social services in Nova Scotia, call 211.
- To reschedule or cancel diagnostic imaging appointments like MRIs, CTs, x-rays call: 1-844-I-RE-BOOK (1-844-473-2665)
- To pay your Nova Scotia Health bill online, visit payments.nshealth.ca
- To book, cancel or reschedule your COVID-19 vaccine appointment, call 1-833-797-7772.
- Information or questions regarding Need a Family Practice, or health advice, call 811.
- For questions regarding Pharmacare programs, call 1-800-544-6191.
- For Nova Scotia Health general inquiries, contact **wearelistening@nshealth.ca** or call 1-844-491-5890.
- If you are calling Continuing Care from outside North America, visit **nshealth.ca/calling-continuing-care-outside-north-america**.
- For all media inquiries to Nova Scotia Health, contact **nsamedia@nshealth.ca** or 1-844-483-3344.

For a complete list, visit **nshealth.ca/contact**

You play an important role in representing your constituents in the Nova Scotia Legislature and we thank you for your contributions and commitment to Nova Scotia and our people.

Appendix: Resource Collection

The following pages provide supplementary materials and references to support the information in this guide.

Additional resources:

Where to go for health care in Central Zone - <https://www.nshealth.ca/wheretogoforhealthcare>

Mental Health and Addictions Central Zone programs and services

YourHealthNS app

How to provide patient and family feedback to Nova Scotia Health - <https://www.nshealth.ca/documents-and-reports/patient-family-feedback-infographic>

Where to go for healthcare



www.nshealth.ca

People with potentially life-threatening conditions should immediately call 911 or go to their nearest emergency department. The 24-hour mental health crisis line is also available at 1- 888-429-8167. You can also visit mhahelpns.ca for non-urgent information on support and available services.

If you have a health concern, your first call should be to your primary care provider (family doctor or nurse practitioner). If your provider is not available, or you do not have one, there are other services ready to help you. There are also programs to help keep you healthy. The primary care options across the province are listed below and the services in your area are on the back page.

811 and Need a Family Practice Registry

Call 811 to speak with a registered nurse for healthcare advice, 24 hours a day, seven days a week. Also, there is information on more than 500 health topics at 811.NovaScotia.ca.

The Need a Family Practice Registry connects Nova Scotians who do not have a primary care provider with a family practice. Add your name to the registry at needafamilypractice.nshealth.ca or call 811.

YourHealthNS

A new app to help you to navigate health information, book services and discover care options, easier and faster than ever before, right from your phone or computer. Visit yourhealthns.ca.

VirtualCareNS

VirtualCareNS provides all Nova Scotians with access to a primary care provider (doctor or nurse practitioner) online through their computer or mobile device. There is different access available for individuals with a primary care provider and individuals who do not have a primary care provider. For more information, visit virtualcarens.ca.

Mobile Primary Care Clinics

This is a temporary mobile service to provide primary care for people with mild or moderate health concerns. For more information, visit nshealth.ca/mobileprimarycareclinics.

Pharmacy Primary Care Services

Community Pharmacy Primary Care Clinics offer non-emergency care to all Nova Scotians with a valid health card, providing assessments, prescriptions for conditions like strep throat (over age three), pink eye, UTIs, chronic disease management, and prescription renewals. Appointments are required. To learn more and see a list of locations, visit pans.ns.ca/CPGCC. Local pharmacists can also assess and prescribe for birth control, UTIs, shingles, and Lyme disease prevention. To find a pharmacy near you, visit pans.ns.ca/find.

Urgent Treatment Centres

Urgent Treatment Centres provide care for non-life-threatening conditions needing urgent attention. They do not accept ambulances and only see patients by appointment. Visit nshealth.ca/urgenttreatmentcentre.

HealthyNS.ca

Visit healthyns.ca to find out about the free online wellness sessions offered by Nova Scotia Health, in partnership with IWK Health.

Stopping Tobacco Use

To learn more about stopping or cutting back on tobacco use, please call 811 or go to tobaccofree.novascotia.ca.

ROSE Clinic (Reproductive Options and Services)

If you are pregnant and considering abortion, learn more about your medical and procedural abortion options by calling **1-833-352-0719**.

Nova Scotia Breast Screening Program

This service is available for all asymptomatic (no symptoms) women over the age of 40. To book a mammogram screening appointment, call toll-free **1-800-565-0548**. For more information on the process and the mobile screening schedule, visit breastscreening.nshealth.ca.

Colon Cancer Prevention Program

The Colon Cancer Prevention Program mails home-screening kits to all Nova Scotians aged 50 to 74 with the goal of preventing cancer, or finding it early when treatment is most effective. For more information, visit nshealth.ca/colon-cancer-prevention-program.



THERE ARE NOW MORE
WAYS TO ACCESS CARE
IN NOVA SCOTIA.
Download the
YourHealthNS app today.



App Store Google Play

Central Zone

Walk-in Clinics

What: Private walk-in clinics

Where: Throughout Nova Scotia

How: Visit ns.skipwithwaitingroom.com

Bayers Lake Community Outpatient Centre

What: Care by appointment for those without a primary care provider who are referred by VirtualCareNS.

When: Hours vary

Where: 420 Susie Lake Crescent, Halifax

Dartmouth South Primary Care Clinic

What: Care by appointment for those without a primary care provider who are referred by VirtualCareNS.

Where: 380 Portland Street, Dartmouth

When: Hours vary

How: Call 902-465-7302

Hants Health and Wellness Team

What: Wellness and chronic disease management support

Where: Hants Community Hospital, Windsor

When: Monday to Friday 8:30am - 4:30pm

How: Call 902-792-2052

Community Health Teams

What: Wellness programming and wellness navigation

Where: Bedford Place Mall, 1658 Bedford Hwy, Bedford

Community Wellness Centre, 16 Dentith Rd., Spryfield

Tacoma Plaza, 58 Tacoma Dr., Dartmouth

Young Tower, 6080 Young St., Halifax

When: Monday to Friday 8:30am - 4:30pm

How: Call 902-460-4560

www.communityhealthteams.ca

Community Health and Wellness Centre – North Preston

What: Primary care and wellness programming for residents of East Preston, North Preston, Cherry Brook and Lake Loon

Where: North Preston Community Centre, 44 Simmonds Road

When: Monday to Thursday 8:30am - 4:30pm, Friday 8:00 a.m. - 3:30 p.m.

How: Call 902-434-3807

Community Health and Wellness Centre – East Preston

What: Primary care and wellness programming for residents of East Preston, North Preston, Cherry Brook and Lake Loon

Where: East Preston Business Centre, 1900 Highway #7, Suite 201

When: Wednesday 8:00am - 3:30pm

Thursday and Friday 8:30am - 4:30pm

How: Call 902-434-0824



NS Brotherhood

What: Free program for Black Men to access primary health care

Where: 6960 Mumford Road, Halifax

107 Albrow Lake Road, Dartmouth

Upper Hammonds Plains Community Centre

North Preston Community Centre

East Preston Business Centre

When: Hours vary

How: Call 902-434-0824

Email: nsbrotherhood@nshealth.ca

prideHealth

What: Health system navigation for 2SLGBTQIA+ community

How: Call 902-487-0470

Email: prideHealth@nshealth.ca

www.prideHealth.ca

Cobequid Youth Health Centre

What: Counselling, support and referrals for people 13-25

Where: Cobequid Community Health Centre, 40 Freer Lane, Lower Sackville

When: Monday to Friday 8:00am - 5:00pm (call first)

How: Call 902-869-6131 or 902-869-6106

Diabetes Centres

What: Self-management support from certified diabetes educators (nurses and dietitians)

Where: Dartmouth, Halifax, Spryfield, Lower Sackville, Musquodoboit Harbour, Musquodoboit Valley, Sheet Harbour and Windsor

How: By referral from primary care provider or pharmacist

Mental Health and Addictions

Central Zone: Halifax area, Eastern Shore and West Hants

Individuals, families, and communities in Central Zone have access to a continuum of Mental Health and Addictions Program (MHAP) services and supports to meet their needs, including:

PROVINCIAL SUPPORTS

- **Mental Health and Addictions Provincial Mental Health Crisis Line** is available 24/7 to anyone experiencing a mental health and/or addictions crisis, their family, and friends, as well as those who support clients with a mental health and/or addictions crisis by calling **1-888-429-8167**.
- **Mental Health and Addictions Central Intake** is available weekdays and holidays: 8:30 a.m. - 4:30 p.m., Tuesdays and Thursdays until 8 p.m.; evenings and weekends by calling **1-855-922-1122**. We match patients to Community Mental Health and Addictions clinics, Recovery Support Centres, Withdrawal Management or Opioid Recovery Programs, and to other appropriate resources in their community.
- **Provincial MHAP Virtual Care Team** supports individuals interested in receiving virtual mental health and addictions assessment and treatment via zoom. Both individual and group therapy are available.
- **Access Wellness Nova Scotia** is a free single-session supportive counselling service for individuals, couples or families. Trained counsellors can help people manage stress, mild to moderate depression or anxiety, relationship issues, general mental health concerns, concerns related to alcohol and drug use, loss and more. This service is available in English and French. Visit AccessWellnessNovaScotia.ca or call **1-833-691-2282** to make an appointment.
- **Peer Support Telephone Service** is available to all Nova Scotians, ages 18 and up, experiencing mild mental health and/or substance use concerns or, who are feeling isolated, alone, anxious, distressed, or need someone to talk to who will listen with empathy and without judgment. The trained Peer Supporter will provide non-urgent social and emotional support, reassurance, and encouragement to callers, as well information regarding community services and supports that may assist the caller. Call **1-800-307-1686**.

SUPPORTS AVAILABLE IN CENTRAL ZONE

- **Community Mental Health and Addictions Outpatient Clinics** in Cole Harbour, Lower Sackville (Cobequid), Halifax, Dartmouth, Windsor, Sheet Harbour, Middle Musquodoboit, and Musquodoboit Harbour (Twin Oaks Memorial). The teams include mental health and addictions professionals who provide services on an outpatient basis to individuals experiencing moderate to severe functional impairment due to their mental health. They provide assessment, diagnosis and treatment services that can help people from across the lifespan - children, youth and adults - manage mental illness, addictions and co-occurring disorders. Treatment may include individual or group therapy and occurs in clinics, schools, and in the community.
- **Inpatient Withdrawal Management Services** are available at the Nova Scotia Hospital in Dartmouth.
- The **Virtual Crisis Assessment Team** works closely with in-person urgent care and crisis teams across the zone and extend the hours people can access this level of mental health and harmful substance use assessment response when they present at their local emergency departments seven days a week, including holidays, until 10 p.m.

- **East Coast Forensic Hospital Rehabilitation Program** is for individuals who have been found Not Criminally Responsible (NCR) or unfit to stand trial by the Nova Scotia justice system. They are under the jurisdiction of the Criminal Code Review Board. These individuals are assessed, participate in treatment programs and work with their health care team to safely re-enter the community.
- **Urgent Care** is provided by multidisciplinary clinical staff who provide crisis mental health and addictions assessments in regional hospital Emergency Departments (Abbie J. Lane in Halifax). The teams in Community Mental Health and Addictions Clinics also provide urgent appointments.
- **Regional Hospital Emergency Departments (ED)** are for clients experiencing a psychiatric emergency and MHAP provides on-call psychiatry support services for emergency physicians, including virtual assessments. Emergency Departments are located at the Halifax Infirmary, Dartmouth General, Cobequid Community Health Centre, Twin Oaks Memorial, and Hants Community Hospital.
 - Emergency Departments (EDs) are an essential component within MHAP and vital to our care continuum to meet patient needs across the province. Individuals experiencing a psychiatric emergency that impacts the safety of themselves or others should go to a hospital-based assessment/triage service provided by physicians and or psychiatrists or call the provincial Crisis Line at **1-888-429-8167** or **911**.
 - **Psychiatric Emergency Service (PES)** is available 24/7 at the Halifax Infirmary and 7:30 a.m.- 7:30 p.m. at the Dartmouth General Hospital to provide psychiatric support and consultation to the respective emergency departments within the Central Zone. The PES team comprises mental health nurses, psychiatry residents, and psychiatrists.
- The **Mental Health Mobile Crisis Team** is an integrated service composed of a team of mental health professionals and dedicated police officers. This crisis support service is a collaboration between Nova Scotia Health, IWK Health Centre, Halifax Regional Police and the Nova Scotia Department of Health and Wellness. The team provides intervention and short-term crisis management for children, youth, and adults experiencing a mental health crisis/distress or psychiatric emergency. Mobile Outreach is available daily between 9 a.m.- 1 a.m. in most communities in Halifax Regional Municipality, including Halifax, Dartmouth, Sackville, Upper Tantallon, Cole Harbour, North and East Preston, and Enfield.
- The **Mental Health Acute Day Hospital** at Abbie J. Lane in Halifax is a four-week structured outpatient program for adults that focuses on mental health relapse prevention. A team of mental health specialists, including psychiatrists, mental health nurses, social workers, occupational therapists, and recreation therapists provide support through education, skill building, and psychosocial supports through group programming. Patients are at the hospital during the day and return home in the evening. The Halifax hospital is open Monday to Friday from 8:30 a.m. to 4:30 p.m. People are referred to the hospital through psychiatrists, community mental health clinicians and emergency departments. People discharged from inpatient psychiatric care may also be referred to the day hospital for follow-up care.
- Patients requiring admission for psychiatric care will be transferred to the nearest **Inpatient Acute Psychiatric Unit**. This level of service is for individuals who cannot be safely assessed, diagnosed, and stabilized in the community. Inpatient units are available across the province, and Central Zone has one at the Abbie J. Lane building in Halifax and the Nova Scotia Hospital in Dartmouth. Upon discharge, patients are offered follow-up care by their local Community Mental Health and Addictions Team.
- The **Opioid Recovery Program** offers opioid agonist therapy and programming to individuals with opioid use and is available in Halifax and Dartmouth. It includes assessment, treatment planning, relapse prevention, and supportive counselling provided by a team of health care professionals.

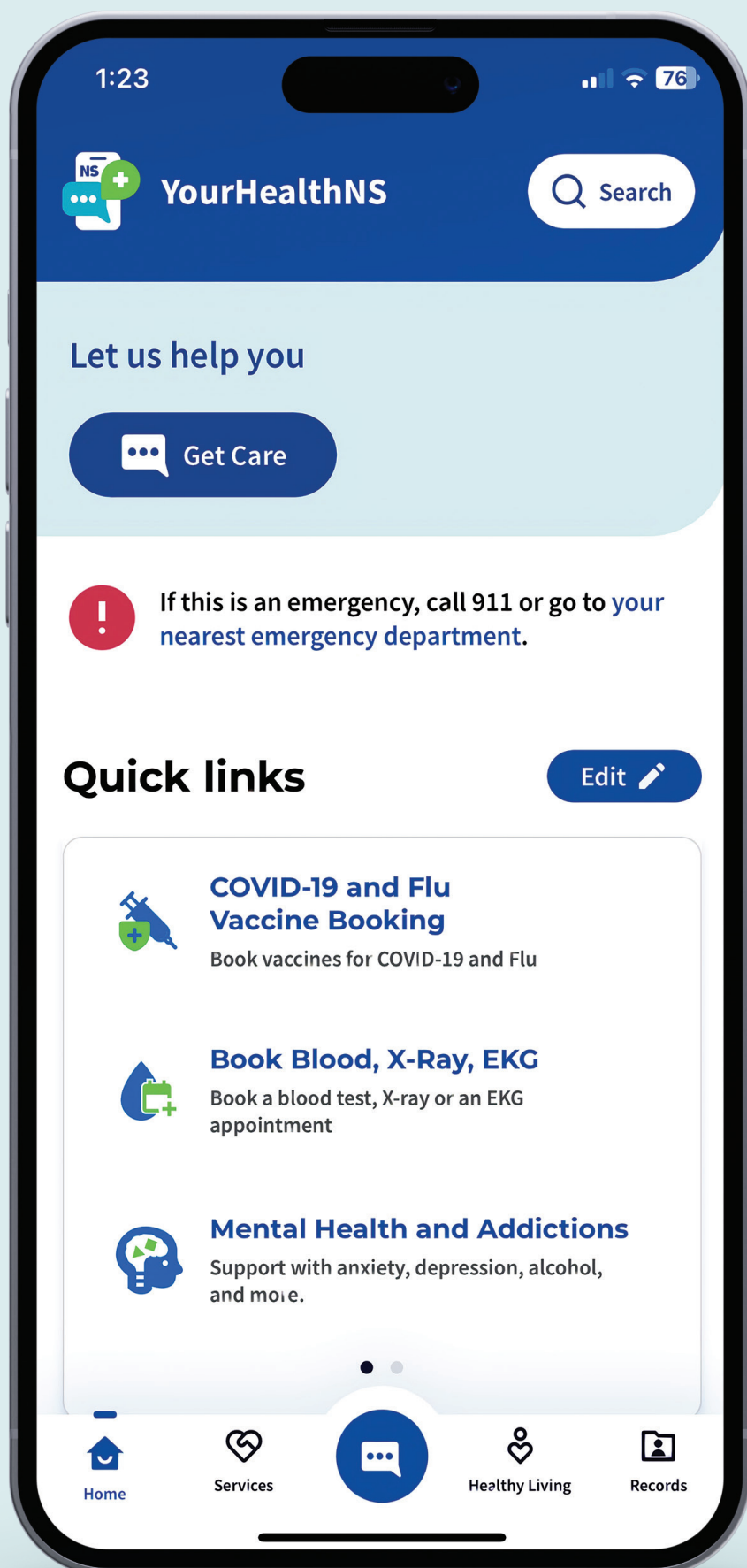
- **Recovery Support Centres** are in Halifax at 5595 Fenwick St. and at 60 Highfield Park in Dartmouth. Recovery Support Centres are a welcoming space that provide education, recovery, and harm reduction support, along with one-on-one support and group treatment for people struggling with substance use and/or gambling concerns. The team also offers withdrawal management.
- The **RASP (Rapid Access and Stabilization Program)** offers patients that live in the Central Zone timely access to psychiatry consultation and the benefit of early input from a psychiatrist for the diagnosis and management of their mental health difficulties. Patients will be able to access one-time focused psychiatry consultations (in-person or virtually) with one of the psychiatrists in the RASP clinic. Referral is made by a Primary care Practitioner (Family Physician, Nurse Practitioner, Physician at a walk-in clinic that agrees to provide follow-up). They will send the referral to Central Intake who will then do a phone call Intake assessment with the patient.
- The **Transition Hall**, located in Dartmouth, is a recovery-oriented service designed to support individuals diagnosed with a mental illness, and experiencing significant functional challenges, who would benefit from psychosocial and recovery focused care in a 24/7 setting.
- The **Psychosocial Rehabilitation Unit** offers 24 hours a day, seven days a week support for individuals with mental illness (such as Schizophrenia, Schizoaffective Disorder and Bipolar Disorder) who are having challenges living in the community. People stay at Simpson Landing for varying amounts of time to work on community living skills, improve their wellness and manage their illness. Simpson Landing in Dartmouth has a full team of mental health professionals. A doctor's referral is required.
- The **Dynamic (attachment-focused) Relational Therapy Program (DaRT)** is a part-time six week intensive group psychotherapy program. It is a treatment program that is designed to support adults who have experienced complex emotional trauma resulting in unhealthy relationship patterns and coping behaviors. Located in the Dr. Clyde S. Marshall Building at the Nova Scotia Hospital in Dartmouth, the program helps participants to gain knowledge and skills to improve self-awareness, manage, and express their emotions, set goals, build healthy relationships, and cope with/prevent future mental health problems. A referral from a mental health clinician within Nova Scotia Health or a psychiatrist is required.
- The **Borderline Personality Disorder Treatment Program (BPDTP)**, located in the Dr. Clyde S. Marshall Building at the Nova Scotia Hospital in Dartmouth, provides long-term (6 months or more), specialized treatment for adults with severe Borderline Personality Disorder (BPD). Our program is based on Dialectical Behaviour Therapy (DBT) and includes other therapies that have also shown evidence of being effective in treating BPD. To get an appointment, you must be referred by a clinician from the Mental Health and Addictions Program in Central Zone.
- The **Geriatric Psychiatry Outpatient Program** offers mental health services provide assessment, consultation and treatments to seniors aged 65 and older for a new onset of mental health challenges individuals of any age with dementia and complicated behavioural and psychological symptoms of dementia. These services are available to those individuals that need specialized assistance beyond their family physician, geriatricians or general adult psychiatrist. A referral from a doctor or another health care professional is required to access this program.
- The **Mood Disorders (MD) Program** at Abbie J. Lane provides specialty consultations for individuals with severe mood disorders such as possible bipolar disorder. This is a specialized service that provides diagnosis and treatment of severe mood disorders. A referral from a doctor is required.
- **Trans-cultural psychiatry** offers patients in the Central Zone that are connected to the **Nova Scotia Brotherhood**, the **Nova Scotia Sisterhood**, the **Newcomer Health Clinic** and the **Wije'winen Health Centre** access to a Psychiatric consult and the benefit of input from a psychiatrist for the diagnosis and management of their mental health difficulties.

- The **Concurrent Addictions and Psychiatric Disorder Program** offers a psychiatric consult for individuals that have both an addiction and psychiatric concern. This service is available to clients that are already connected to a program within the Central Zone mental health and addiction programs.
- The **Nova Scotia Eating Disorder Provincial Service** is a collaboration between Nova Scotia Health and the IWK. The goal of the service is to make sure that people and their loved ones can access evidence-based eating disorder care in their home community. Nova Scotia Health accepts referrals from family doctors, nurse practitioners, pediatricians, dietitians or any mental health clinician. If you don't have a clinician who can complete a referral, you are welcome to call Central Intake to self-refer at **1-855-922-1122**.
- **Early Psychosis Intervention Nova Scotia (EPINS)** is a specialized, community focused, mental health program for young people (and their families) between the ages of 12 to 35 who are experiencing a first episode of psychosis. Within the Halifax Regional Municipality (HRM): Referrals can be made by anyone including: self-referrals, family members, friends, teachers, counsellors, family physicians and health care professionals. To make a referral, call **902-473-2976**.
- **Connections** is a recovery-focused program that provides supports and opportunities to adults living with mental illness such as schizophrenia, schizoaffective disorder or bipolar disorder, and who also experience substantial functional challenges in their day-to-day lives. All services provided are tailored to meet the needs of the individuals and their families. They may be offer at the Connections sites in Halifax, Dartmouth or Sackville or in the community. A referral from your doctor, psychiatrist, mental health clinician or community agency is required. The referral needs to be faxed to the Centralized Intake of Recovery and Integration Services at **902-461-2129**.
- The **Forensic Assessment and Corrections Treatment Unit (FACT)** provides psychiatric assessments to individuals remanded by the courts of the Nova Scotia justice system to determine if an individual is not criminally responsible and/or unfit to stand trial related to criminal charges they are facing. The unit also provides inpatient psychiatric care to individuals from the Nova Scotia correctional system. Individuals in FACT are there by court order from Nova Scotia justice system or transferred from a Nova Scotia provincial adult correctional facility.
- For a complete listing of our services and programs, visit **MHAP website**, www.MHAHelpNS.ca. It also offers e-Mental Health services free to all Nova Scotians.
- To provide **patient feedback**, please call **1-844-884-4177** toll-free anywhere in Nova Scotia, or send an e-mail for the Halifax, Eastern Shore, and West Hants areas to CZpatientrelations@nshealth.ca.



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IOS



Android



WHAT HAPPENS TO PATIENT AND FAMILY FEEDBACK?

We encourage patients or families to share feedback with their care team or the manager on their unit. This allows for direct communication and problem solving. However, some patients and families feel more comfortable sharing feedback with Nova Scotia Health's Patient Relations team, by phone or email.

Here is what happens to feedback when shared through either of these channels.



1 Patient Relations contacts the feedback provider (patient, family or essential care partner) within three business days to confirm the feedback has been received. They may gather more information, if needed.

Patient Consent



2 Team member confirms consent of patient to speak to others about their feedback.



3 Team member enters feedback into Nova Scotia Health's Patient Experience Reporting System and shares with care team.



4 Patient Relations and care team develop a plan to address the feedback, and any quality improvement needed.



5 Manager completes follow-up actions, aiming for completion within 21 business days.

They document these actions in the Patient Experience Reporting System.



6 Patient Relations or the manager contacts the feedback provider to close the loop if requested.



7 Patient Relations shares data about trends and patterns with care teams and leaders to inform quality improvement.

To share feedback about care or services received at a Nova Scotia Health facility or service, call toll-free **1-844-884-4177** or visit <https://www.nshealth.ca/contact-us/patient-feedback>

