

December 20, 2016

HCS/144/2016/6/001

s.40(1)

[REDACTED]

Dear [REDACTED]:

s.40(1)

Re: Your request for access to information under Part II of the *Access to Information and Protection of Privacy Act* [HCS/144/2016]

On October December 9, 2016, the Department of Health and Community Services received your request for access to the following records:

“Call statistics for NL Healthline for all months of 2016 (to date), expenditure, survey results for satisfaction/effectiveness.”

I am pleased to inform you that a decision has been made by Mr. John G. Abbott, Deputy Minister for the Department of Health and Community Services, to provide access to the requested information.

In accordance with your request for a copy of the records, enclosed is the records requested.

The *Access to Information and Protection of Privacy Act* requires us to provide an advisory response within 10 days of receiving the request. As this request has been completed prior to day 10, this letter also serves as our Advisory Response.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the *Access to Information and Protection of Privacy Act* (the *Act*). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John's, NL. A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after

you receive the decision of the public body, pursuant to section 52 of the *Act*.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please contact me by telephone at 709-729-7010 or by email vanessamacey@gov.nl.ca .

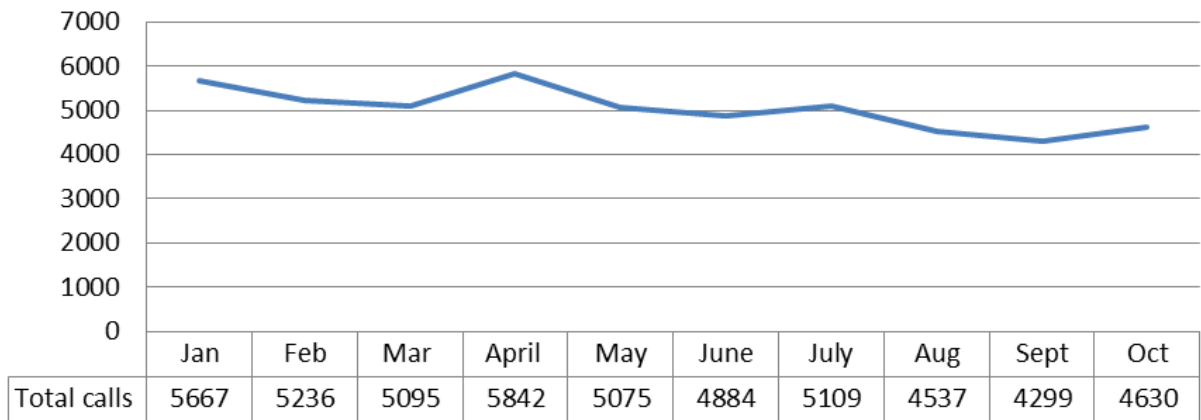
Sincerely,

A handwritten signature in black ink, appearing to read "Vanessa Macey". The signature is written in a cursive, flowing style.

Vanessa Macey
ATIPP Coordinator

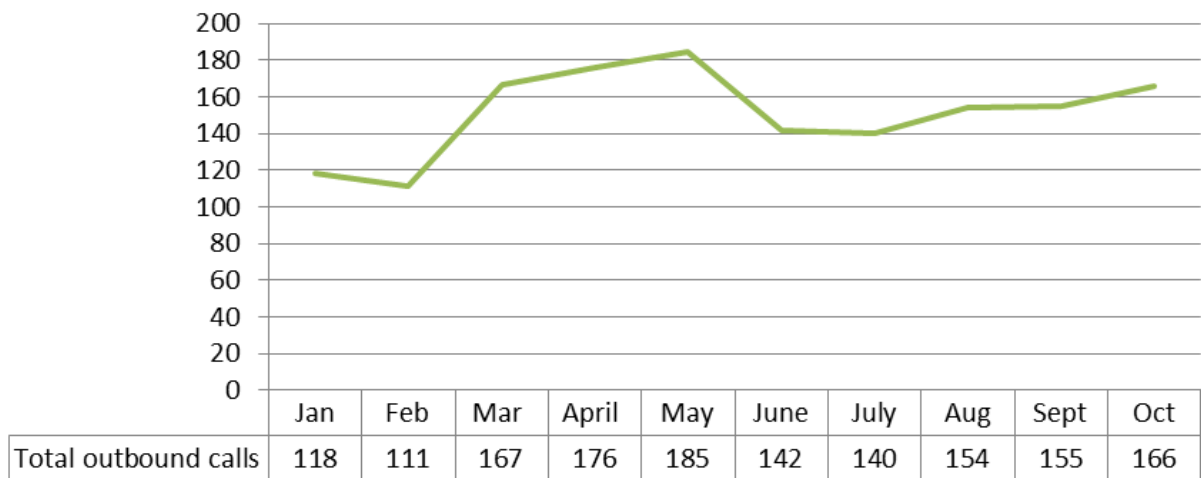
Total Calls - Incoming Call Programs

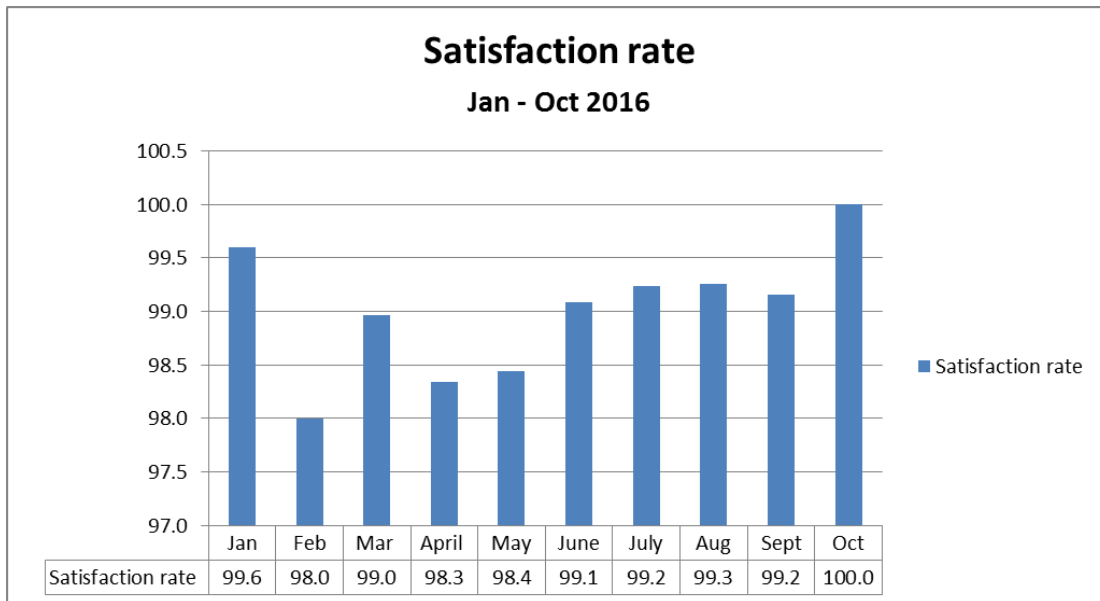
Jan - Oct 2016



Total Calls - Outbound Call Programs

Jan - Oct 2016





Satisfaction Data 2016	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct
Total # telephone surveys	282.0	182.0	97.0	241.0	257.0	220.0	131.0	135.0	119.0	114.0
Total # satisfied with service	281.0	178.0	96.0	237.0	253.0	218.0	130.0	134.0	118.0	114.0
Satisfaction rate	99.6	98.0	99.0	98.3	98.4	99.1	99.2	99.3	99.2	100.0

Expenditure Information:

HealthLine cost for 2016 calendar year: \$2,862,357

The cost includes all operations (staff, training, premises, technology, furniture, equipment, etc) in order to provide the following services:

- Poison Information Service
- Symptom advice, health information, and system navigation to callers
- Outbound calls programs: Mental Health and Addictions follow-up calls; Recovery Aftercare Program for Addictions; and Left-Without-Being-Seen follow-up calls for Eastern Health emergency departments
- Weekly data provision for public health syndromic surveillance
- Central point of contact for health advisories and notices
- Weekly and monthly reports for all services; bi-annual regional reports; and unlimited ad hoc reports as needed