

COR-2022-176796/02

June 22, 2022

Ms. Sharron Callahan  
Chair, NL Seniors & Pensioners Coalition  
Executive Director, Newfoundland & Labrador Public Sector Pensioners' Association  
[pensioners@npspa.ca](mailto:pensioners@npspa.ca)

Dear Ms. Callahan:

I am responding to your email of May 31, 2022, in which you describe concerns about recent digitized registration options at the Major's Path Blood Collection Clinic and the need for in-person support for those options.

Upon receipt of your email, I asked one of my officials to follow up with Eastern Health regarding your concerns. I have confirmed that Eastern Health has clerical staff available at the registration desk for Major's Path Blood Collection Clinic to provide an in-person registration option should a individual opt not to use the digital option and also provide support for the digital registration option. Signage to this effect is posted at the digital registration option site.

The Department of Health and Community Services (HCS) sets provincial priorities and strategic objectives for the provision of health and community services in Newfoundland and Labrador, however, the regional health authorities (RHAs) are directly responsible for the administration and delivery of health services within their respective jurisdictions. Each RHA has a Client Relations Office that is responsible for addressing questions and concerns about health care delivery in that region. While this specific issue would be best directed to Eastern Health Client Relations, I am sharing the contact information for the four RHAs should you or your members have any issues or concerns throughout the province.

Eastern Health
709-777-6500 or 1-877-444-1399 <a href="mailto:Client.Relations@easternhealth.ca">Client.Relations@easternhealth.ca</a>
Central Health
709-292-2272 or 888-799-2272 <a href="mailto:Client.Relations@centralhealth.nl.ca">Client.Relations@centralhealth.nl.ca</a>
Western Health
1-833-784-6802 <a href="mailto:clientrelations@westernhealth.nl.ca">clientrelations@westernhealth.nl.ca</a>
Labrador Grenfell Health
1-833-505-1178 <a href="mailto:client.relations@lghealth.ca">client.relations@lghealth.ca</a>

In light of your specific concerns, please note that I am forwarding a copy of your letter and my response to Kenneth Baird, Interim Chief Executive Officer at Eastern Health, to ensure he is aware of this situation.

HCS will continue to work closely with the Department of Children, Seniors and Social Development and regional health authorities to ensure the needs of seniors are considered in new health care initiatives. Thank you for continuing to advocate on behalf of our province's seniors.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Haggie', with a stylized flourish at the end.

**JOHN HAGGIE, MD, FRCS**  
MHA - Gander  
Minister

cc: Hon. John Abbott, Minister of Children, Seniors and Social Development  
Hon. Sarah Stoodley, Minister of Digital Government and ServiceNL  
Kenneth Baird, Interim CEO, Eastern Health