



October 23, 2020

Dear Residents of Carman and Municipalities of Dufferin, Grey, Roland and Thompson:

Re: Emergency Department Services at the Carman Memorial Hospital

The medical community in Carman is currently experiencing a temporary physician shortage that affects the ability to sustain 24-hour emergency services at the Carman Memorial Hospital. Physician recruitment is ongoing. To continue offering emergency services, effective November 1, 2020 through to April 30, 2021, emergency service hours will be as highlighted below. The present circumstances will be re-evaluated in April, 2021.

What does this mean for the Emergency Department services in Carman?

Until further notice, the Emergency Department

- will be open daily (7 days/week) from 8:00 am to 8:00 pm
- will be closed daily from 8:00 pm to 8:00 am

*For all emergencies, call **911**.*

What does this mean for EMS (ambulance services) to the Carman Memorial Hospital?

All ambulances will be redirected to other emergency departments during the hours of the Carman Emergency Department closure, between 8:00 pm to 8:00 am.

How will this impact inpatient services at the Carman Memorial Hospital?

These changes will not affect inpatient services at the Carman Memorial Hospital.

What does this mean for Primary Care (Medical Clinic Services)?

This change does not affect Primary Care Services. As needed for appointments, please contact your health care provider. For general health care enquiries, call Health Links–Info Santé at 1-888-315-9257.

For more Information:

We understand that with any change, community residents may have questions and concerns. For more information, please contact:

Dr. Denis Fortier, VP-Medical Services

Southern Health-Santé Sud

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T 204-248-7259

Southern Health-Santé Sud would like to take this opportunity to thank health care providers for their continued hard work and their dedication throughout this period. We also thank the community for your patience and understanding during this time. Please help by using the emergency department during the designated hours for the purpose it was designed for – to manage acute and serious health care needs. All less serious health care needs should be addressed with your primary care provider or by calling Health Links–Info Santé.