

Media Release



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Health Links – Info Santé: Myths vs Facts

Health Links – Info Santé is currently answering more than 4,000 calls every day - more than double the daily average last month - and longer than usual wait times should be expected over the holidays.

We're sorry Manitobans are having to wait and are doing everything in our power to hire and train more staff. Callers are encouraged to be patient and to be kind.

Since the onset of the pandemic, Health Links – Info Santé's call volumes have grown from 350 a day to a peak of 4,500. The phone-based nursing system has tripled its staff and exponentially improved technology in response to COVID-19 queries.

Part of what is driving up wait times is that many questions can't be answered by Health Links – Info Santé staff. Please share the following myths versus facts to help bring down wait times:

MYTH: You can call to book a COVID-19 vaccine appointment.

FACT: Health Links – Info Santé does NOT book vaccine appointments. Please call 1-844-626-8222 or book online by visiting gov.mb.ca/covid19/vaccine/clinics.html

MYTH: You can call to get your COVID-19 test results processed faster.

FACT: Health Links – Info Santé does NOT process tests or have the ability to get results sooner. Please check the online portal for test results: sharedhealthmb.ca/covid19/test-results/

MYTH: You can call if you need your COVID-19 test result faster for travel.

FACT: Health Links – Info Santé does NOT have faster access to test results. ALSO: provincial testing sites are ONLY for Manitobans with symptoms. If you need a COVID-19 test in order to travel, please visit a private site to make sure you get your results in time. Learn more: [Province of Manitoba | Testing for Travellers \(gov.mb.ca\)](http://Province of Manitoba | Testing for Travellers (gov.mb.ca))

MYTH: You can call to ask about your COVID-19 test being sent out of province.

FACT: Many different labs process test in Manitoba and out-of-province. Sending a test out of province will NOT cause a delay in receiving results. How quickly you get your test result back is determined by the volume of daily tests, not where tests are being processed. Please check the online portal for test results: sharedhealthmb.ca/covid19/test-results/

MYTH: You can call to ask why you got your COVID-19 test result back but someone who was tested at the same time did not.

FACT: Tests are sent in as a batch and aren't necessarily processed at the exact same time, just like mailing two letters at the same time to the same destination! Please continue to check the online portal for test results: sharedhealthmb.ca/covid19/test-results/

MYTH: You can call to ask why you received a text message about a COVID-19 result that wasn't intended for you.

FACT: Occasionally this happens! This is not a privacy breach: personal health information is only found in a safe, separate portal. Simply delete the text sent in error.

MYTH: Hanging up and calling back again and again means your call will be answered faster.

FACT: Don't hang up and try again right away – this doesn't improve your place in the queue and actually slows the system.

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Media Contact:

Please respect we are not able to offer media availability at this time.

Our staff – many who are working overtime – are either answering calls or examining all options to hire more Health Links – Info Santé staff! We are currently calling retired nurses to consider rejoining our team and are considering reassigning staff.

Please follow our @MisericordiaMB social media channels for updates.