




HEALTH CARE FAQ

Updated: November 2024

Question:	Answer:
Will my family have access to health care?	Yes, you will have access to health care. There may be limitations due to staff shortages or availability of specialists.
Are all medical services offered in Yellowknife?	<p>No, some consultations, tests, procedures and surgeries cannot be completed in Yellowknife. Clients are sent South, usually to Edmonton, on medical travel.</p> <p>Some specialists come to Yellowknife on a scheduled basis and some specialist appointments are not held in Yellowknife at all.</p> <p>Prior to a move, it is suggested to have your current family doctor speak with a Yellowknife health professional to ensure that your health care needs can be met locally.</p>
Is there a wait list to secure a family doctor?	<p>Due to a recent change to how health care is delivered, you will not be assigned a family doctor however you will be assigned to an integrated health care team.</p> <p>This health care team consists of Program Assistants, Physicians, Nurse Practitioners (NPs), Community Health Nurses (CHNs), Registered Nurses (RNs), Licensed Practical Nurses (LPNs) and Holistic Wellness Advisors (HCWs).</p>
Can I still access health care services without being assigned a family doctor?	Yes, you can access health care services through booking clinic appointments, booking same day appointments or attending one of the walk-in clinics.



HEALTH CARE FAQ – CON'T

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<p>What is the availability/accessibility for walk-in medical clinics?</p>	<p>There are a few “walk-in” day and evening medical clinics that are easily accessible for families. Wait times to see a doctor during walk-in clinic hours are relatively minimal and overall feedback of care is positive.</p> <p>Additional information on Yellowknife health care and clinics can be found in the Yellowknife posting handbook: https://cfmws.ca/yellowknife/relocation/relocating-to-yellowknife</p> <p>Assistance in determining if you should go to the emergency room or book an appointment is available by calling 8-1-1 where you’ll be able to speak to a health professional.</p>
<p>Are there other resources available for non-emergency, after hours care, or when I can’t get in to see a doctor?</p> 	<p>Yes! Military families can access the MAPLE app and receive a consultation with a live doctor for no cost. All you need is to download the app on your mobile device or tablet and have a CFOne number for each dependent. You can get medical advice, prescriptions (new or refills) and lab/imaging requisitions. This service is available via text, phone or video. The consult is relatively quick and if you require a prescription, it will be transmitted within minutes of your consult to a pharmacy of your choice.</p> <p>Click here for more information: https://cfmws.ca/support-services/health-wellness/health-care/military-family-virtual-healthcare-program</p>
<p>Is there financial assistance for medical travel?</p>	<p>Yes, if you need to see a specialist or need a specific appointment or procedure that is not available in Yellowknife.</p> <p>If you require ongoing or frequent medical appointments or services you should talk with your current doctor and investigate the level/availability of care in Yellowknife. If you have ongoing medical care, for chronic conditions, outside of Yellowknife financial support may be declined.</p>