

Public Access to Surgical Wait Time Information

The Government of New Brunswick responded to concerns about wait times, lack of available information, and accountability for wait times by addressing them as matters of priority. This commitment is also reflected nationally in the ten-year plan to strengthen health care as part of the First Ministers' Agreement to make timely access to quality care a reality for all Canadians.

New Brunswick has developed a surgical care network; the purpose of this network is to examine the factors that influence surgical wait times. The goal is to ensure that surgical care is provided in a timely manner, based on the needs of patients.

Currently, there are eight access managers in the province who serve as a liaison between patients, surgeons, OR management staff and senior management staff. Their function is to establish and maintain a coordinated approach that will better address the needs and concerns of patients waiting for surgery. Access managers provide services to patients via telephone by answering questions and addressing any concerns they may have regarding their wait for surgery.

Another component of the Surgical Care Network is the provincial surgical patient registry. This registry is a repository of information related to surgery in New Brunswick. Data from the surgical patient registry are used to monitor and manage access to surgery.

A web site was launched in February 2006 to provide general information about surgery and surgical wait times in New Brunswick. The site provides answers to frequently asked questions and lists specific questions to ask the surgeon, the specialties offered at each surgical centre in the province and the names of the surgeons offering those services. This bilingual web site is updated quarterly. To view information on this site, log on to www.surgerynewbrunswick.ca or www.chirurgienouveaubrunswick.ca.

To obtain information on your expected surgical wait time, please contact Janice Edwards in the Access Management Office, at 506-447-4335. Please have your Medicare number ready when you call.