

Communications Office

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FOR IMMEDIATE RELEASE

Peterborough County-City Health Unit Introduces New Line Management System for H1N1 Clinics

System Improves Clinic Efficiency and Client Wait Times

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In anticipation of the high demand for the H1N1 vaccine now that clinics are open to the general public, the Peterborough County-City Health Unit has introduced a new line management system that will improve clinic efficiency and client wait times.

"We recall the long line ups back in October when clinics first opened and are committed to developing a better way to manage the wait times so that we can improve the overall experience for local residents coming to get vaccinated," explained Dr. Rosana Pellizzari, Peterborough's Medical Officer of Health. "We've been testing it out and are very pleased to now offer this new process so that no one has to stand around for hours waiting for an H1N1 flu shot."

When wait times start to exceed one hour, clinic staff activate the new line management system by handing out appointment times at half-hour intervals to new arrivals. Once people have registered and received their appointment time, they can leave the site and return at the pre-arranged time to be vaccinated. The Health Unit calculates how many people can be vaccinated per hour based on the number of vaccinators working at the clinic that day. Clients are informed that there still could be a wait when they return for their appointment as vaccinators work through each group, but so far, Dr. Pellizzari said the system has been working well.

"Immunization is still the best way to protect yourself, your family and others against H1N1, and I want the community to know we're doing all we can to make it easy for people to get vaccinated," said Dr. Pellizzari.

There are now many opportunities to receive the H1N1 vaccine. Over 70 physicians in Peterborough are offering the vaccine to their patients. Parents can have their children vaccinated at one of the many school-based clinics scheduled throughout the city and county until the end of the month.

For clinic times and locations, please visit www.pcchu.ca.

-30-

For further information, please contact:

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