

# Pandemic Planning

*A pandemic is coming—We all need to prepare for it*

It has been 38 years since the last influenza pandemic and medical experts agree the world is long overdue for another one. The current avian influenza virus, spreading across the world, is viewed as a possible trigger for the next human pandemic.



likely to strike six to nine months after the end of the first wave. In Canada, it is predicted that between 4.5 million and 10.5 million people could become ill. Of that number, two million to five million Canadians would require medical care while 34,000 to 138,000 might need hospitalization. Between 11,000 and 58,000 deaths could occur.

In response to this concern, health care organizations around the globe are busy preparing for the next pandemic, developing plans, stockpiling key medical supplies and preparing for the worst-case scenarios that could see tens of millions of people stricken with pandemic influenza.

It's important that everyone is prepared for the next pandemic. This includes businesses, municipalities, schools and individuals.

It's not possible to predict when the next pandemic will arrive. It does not necessarily have to occur during the traditional October to March influenza season. It can happen at any time of the year.

When it arrives, the first wave – there are at least two waves – will last six to eight weeks. The second wave is

Overall, approximately 20,000 people could be stricken with pandemic influenza during the first and second waves. That represents almost 35 per cent of the Five Hills Health Region's residents. With so many people unable to work because of illness, services, businesses and governments could be hardpressed to maintain business as usual.

The numbers of seriously ill people during a severe pandemic will pose significant challenges for the Region. Shortages of employees will hinder the ability of municipalities to provide services, such as garbage collection or transit, while many private businesses may not be able to operate.

## ***Pandemic Response***

Lack of certainty creates a very real dilemma for all of us. We know an influenza pandemic is coming, but we don't know when. We know it could be mild, but we also know it could come with a ferocity that would shake the foundations of human society.

**By preparing, we can slow the spread of the disease.** Much of what we can do now will result in disease prevention in our everyday lives and prepare us for other, non-health emergencies.

An influenza pandemic may be inevitable but its impact doesn't need to be. For example:

- If we all do something as simple as wash our hands frequently and

properly, the spread of an influenza pandemic can be slowed.

- If parents plan to provide care for themselves and their children during a pandemic, medical professionals will be better able to give care to those in extreme need.
- If families stockpile necessities for an emergency, food shortages will be less of a problem.
- If citizens take the time now to debate the ethical issues posed by a pandemic, health agencies and governments will be better positioned to act in ways that have broad public support.
- If businesses plan for their operations during a pandemic, they will be better able to serve their

interests and those of the customers who rely on them.

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## Checklist for individuals and families

Planning for pandemic influenza is very important for you and your family. The following checklist has been developed to assist you in your efforts in planning for an influenza pandemic. It identifies important, specific activities you can do now to prepare, many of which will also help you in other emergencies.

Consider gathering a one to two week supply of food, water and medication.

### Store emergency food supplies such as:

- high energy foods: granola bars, fruit/nut mixture, peanut butter;
- canned goods: meat, fish, pasta, bottled sauces, soup, stew, vegetables, fruits;
- instant soup mixes, instant cereals, crackers, biscuits;
- beverages such as fruit juices, evaporated or powdered milk, UHT milk, instant coffee, tea, hot chocolate mix;
- staples such as salt, pepper, sugar, honey, syrup and jam;

### Store a supply of bottled water for drinking, first aid, cooking and minor sanitation needs: 1 to 2 week supply (1 to 3 litres/day/person).

### Store any non-prescription medications such as pain relievers, fever medication, cough and cold medications and stomach remedies on hand.

Talk to your doctor about getting an extra supply of regular prescription medications for you and your family members.

### Store other health supplies your family might need:

- thermometer;
- hand soap;
- waterless antiseptic hand agent;
- tissues;
- hot water bottle.

**Everyone needs to prepare himself or herself for the next pandemic. Public services, health care services and even private businesses could be seriously constrained in their ability to conduct "business as usual". That means people will need to rely less on government institutions to get them through a pandemic.**

### Assemble a first aid kit:

- first aid book;
- cotton swabs/cotton balls;
- bandages;
- scissors;
- antiseptic (e.g., hydrogen peroxide);
- antibiotic ointment;
- pre-moistened towelettes;
- tweezers;
- disposable gloves.

Currently, there are no recommendations from Public Health for use of masks by the general public.

### Store light sources in case of power outages:

- flashlights;
- camping lanterns with extra fuel;
- candles;
- matches/lighters.

### Also consider:

- sufficient cash on hand;
- extra clothing;
- portable radio (battery powered) and extra batteries;
- any important papers that you may need;
- contact numbers (phone and address book);
- warm blankets;
- pet supplies (if applicable);
- fire extinguisher

### Talk and plan with your family and other loved ones about what kind of care and supplies they might need when they get sick.

Establish an emergency communications plan for your family and revise it periodically. This plan includes identification of key contacts (with back-ups).

### Create a family health information sheet with emergency contacts. The following could be included:

- Family member personal information (e.g., medical histories, allergies, regular medications);
- Emergency contact information for place of employment, school, doctors, hospitals, pharmacies, veterinarian (if applicable);
- local and out-of-town personal emergency contact numbers;
- Accounts and policy numbers (e.g., banks and insurance);
- Vehicle registration numbers;
- Other important numbers (e.g., ambulance, police, fire, poison control centre, gas & utilities, telephone, religious/spiritual centres).

### For More Information

- Saskatchewan Health [www.health.gov.sk.ca](http://www.health.gov.sk.ca)
- Public Health Agency of Canada [www.influenza.gc.ca/index\\_e.html](http://www.influenza.gc.ca/index_e.html)
- SafeCanada [www.safecanada.ca/link\\_e.asp?category=4&topic=194](http://www.safecanada.ca/link_e.asp?category=4&topic=194)
- Pandemic Preparedness [www.who.int/csr/disease/influenza/pandemic/en/index.html](http://www.who.int/csr/disease/influenza/pandemic/en/index.html)
- Avian Influenza Frequently Asked Questions [www.who.int/csr/disease/avian\\_influenza/avian\\_faqs/en/index.html](http://www.who.int/csr/disease/avian_influenza/avian_faqs/en/index.html)

## ***Taking Care of yourself—We share responsibility for our own care when ill***

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The next serious influenza pandemic will significantly strain health care services in Five Hills Health Region and across Canada. Many health care providers will be unable to work because of illness, resulting in the cancellation of medical procedures, the reduction or suspension of services and the closure of physicians' offices.

And the strain caused by a pandemic will not be limited to health care. Availability of goods, food stuffs and services could be reduced as well.

People need to consider their own personal situation and plan what they will do when we are faced with an influenza pandemic.

The Five Hills Health Region, along with the federal and provincial government, is preparing for the next severe pandemic. People need to understand that, during a pandemic,

governments and health care services will be limited.

**Everyone needs to think about how they will cope during an influenza pandemic, whether it be caring for family members who are ill or accessing basic necessities of life.**

For example, someone with a medical condition such as diabetes, and who requires regular insulin shots, needs to talk with his or her family physician about arranging to get insulin during a pandemic, when supplies are likely to be limited.

During a regular visit to your doctor, ask how you might be able to receive your routinely prescribed medications during a pandemic – or before-hand, in

preparation. The doctor may have some alternate arrangements to suggest to you.

In a pandemic, those physicians who are able to provide care will be focused on dealing with those people who are stricken with influenza, and trying to cope, as best they can, with demands from patients with other medical conditions.

Measures to be taken at home could include putting together a kit of over-the-counter products to ease minor influenza symptoms. Contact your doctor or pharmacist for advice on which over-the-counter medications to include.

Should there be signs of an serious influenza pandemic, the health system will provide extensive information through newspapers, radio and television and on websites.

## ***Treating Influenza Symptoms***

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Following are some general guidelines for using over-the-counter medications to treat the symptoms of influenza, as compiled by Alberta Health and Wellness:

- To prevent adverse reactions or taking extra medication that will have little or no effect, use an over-the-counter remedy that treats only one symptom and/or has only one active ingredient.
- If you are taking more than one medication at a time, check the labels to avoid taking the same ingredient twice.
- Try “regular strength” products before “extra strength.”
- Follow instructions on the label. Note possible side effects or drug/health conditions when the medication should not be used.
- Check the expiry date on medications in your home. Take outdated

medications to a pharmacy for disposal.

- Keep all medications out of reach of children.

### **To treat:**

#### ***Muscle pain and fever***

- Use acetaminophen (the best choice for older adults), for example, Tylenol. If you take acetaminophen for a long time or in high doses, it can affect the liver and kidneys; or
- Ibuprofen, for example, Advil or Motrin. Ibuprofen can irritate the stomach.

#### ***Cough***

- Try a medication with Dextromethorphan (DM) for a dry cough that prevents you from sleeping or causes chest discomfort. Delsym and Benylin Dry Cough contain DM (without other ingredients).

#### ***Stuffy nose***

- Use a decongestant. Nose drops or sprays act quickly and have fewer side effects than medications you take by mouth, but should be used only for two to three days to avoid rebound congestion. If stuffy nose continues, consider an oral medication such as pseudoephedrine. Decongestants may cause dry mouth, sleep problems, rapid heartbeat or other side effects. People who have long-term health problems or who are on other medications should not take decongestants without talking to a health care provider.

#### ***Sore throat***

- Try lozenges or throat sprays. Dyclonine (for example, Screts) works best to numb the throat. Products containing honey, herbs or pectin soothe the throat.

## Protecting Yourself Against Influenza

It doesn't take much effort to spread an influenza virus – a simple cough or sneeze, or even shaking hands with an ill person. But there are simple steps people can take during a pandemic, or the normal influenza season, that will help reduce the possibility of contracting the influenza virus, or passing it on to others.

Following are some tips, provided by Saskatchewan Health, to help reduce the chances of catching influenza, or passing it on to others if you are infected:

- Practice good cough manners by using tissues when coughing or sneezing. Remember to throw the used tissues in the garbage.
- Wash your hands often and especially:
  - after coughing, sneezing or blowing your nose;
  - after being in contact with someone who has influenza;
  - before preparing or eating meals;
  - after using the washroom;
  - after coming home from the office, school, mall or any public place.
- Do not visit people who have influenza if you can avoid it.
- Stay at home if you are sick with influenza.
- Clean bathroom and kitchen counters, and taps, more frequently.
- Wash your hands before rubbing your eyes or touching your nose and mouth.
- Do not share forks, spoons and knives.
- Get your annual influenza vaccination to protect yourself during the normal influenza season.

### HAVE THE FLU? HOW TO CARE FOR YOURSELF

If you have already come down with influenza, there are several steps you can take to help you get better:

- Stay home and rest. This is one of the best things you can do to fight

influenza and avoid spreading it to others.

- Drink plenty of liquids to replace the fluid lost from fever and sweating.
- Take medication for your symptoms. Your pharmacist can help you choose the proper over-the-counter medicine.
- Gargle with a glass of warm water mixed with a half-teaspoon of salt to help a sore throat. Lozenges are also effective.
- Wash your hands often to help avoid spreading the virus to others.
- Ask for help from others until you are feeling better.
- If you have a chronic health problem, or are taking medication, seek advice from a pharmacist or your physician.

### CARING FOR CHILDREN WITH INFLUENZA

- Let your child stay home and prevent the virus from spreading to others.
- Offer cool liquids often.
- Monitor your child's temperature and give acetaminophen (e.g., Tylenol) or ibuprofen (e.g., Advil) as recommended on the package. Do not give Aspirin or ASA to children or teenagers.
- Use salt water nose drops or spray to treat a stuffy nose.
- Throw away tissues after wiping your child's nose, and wash your hands right away.
- Wash your hands often and teach your child to wash his/her hands often.

### WHEN SHOULD YOU SEE A DOCTOR?

It is time to see a physician if you experience the following:

- You become short of breath or have difficulty breathing;
- You have chest pain or pressure;
- You are coughing up dark coloured or bloody sputum;
- You are wheezing;
- You do not start feeling better in a few days or have had a fever for three or more days that is not going down;
- You have started to feel better and

suddenly feel much worse;

- You are confused or extremely drowsy and find it difficult to wake up;
- You have extreme pain in your ear.

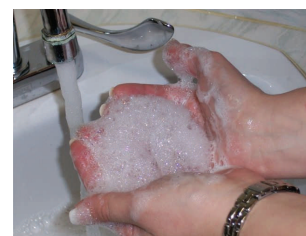
### TAKE YOUR CHILD TO A DOCTOR IF YOUR CHILD:

- Has heart or lung disease or other chronic illness which requires regular medical care;
- Has trouble breathing;
- Is less than six months old and has a fever higher than 38.5 C;
- Is more than six months old and has a fever or 39 C (temperature taken under the armpit) or 40 C (taken by mouth);
- Drinks so little that they are not urinating every six hours when awake;
- Has not had a wet diaper in 12 hours;
- Symptoms improve, then suddenly get worse.

### HAND WASHING STEPS



Wet hands



Soap  
(20 seconds)



Rinse



Turn off taps with towel

**Note:** When using public washrooms use a clean disposable towel to open the door when exiting.



## Pandemic Influenza in Five Hills Health Region

Computer models have been generated that take into account the patterns observed in previous Pandemics, from 1918 onwards. The Pandemic will occur in waves, with the first two waves likely having the most significant impact in terms of human and community impact.

**For practical purposes, in Canada and including Saskatchewan, approximately 35% of the population would likely become clinically ill, at some stage of the Pandemic.**

**In the Five Hills Health Region, during the significant initial two waves of an influenza pandemic, this means approximately 20,000 people could become clinically ill with influenza.** They would be unlikely to attend work or other activities for at least a few days. With so many people unable to work because of illness, services, businesses and governments would be hard-pressed to maintain business as usual.

**Of those ill people, it is estimated**

**that 10,000 (i.e. 50% of the clinically ill), would likely require outpatient care.** Added resources are needed to attend to those who are ill.

**About 270 would require hospitalization;** some of these needing assistance with breathing.

**An estimated 100 people could die in the course of a pandemic.**

There are so many variables that affect the eventual toll of an Influenza Pandemic. Foremost is the nature of the virus itself – will it be a variant strain of the current H5 Avian (Bird) ‘Flu that has caused disruption in Asia? Scientists believe this is a likely scenario.

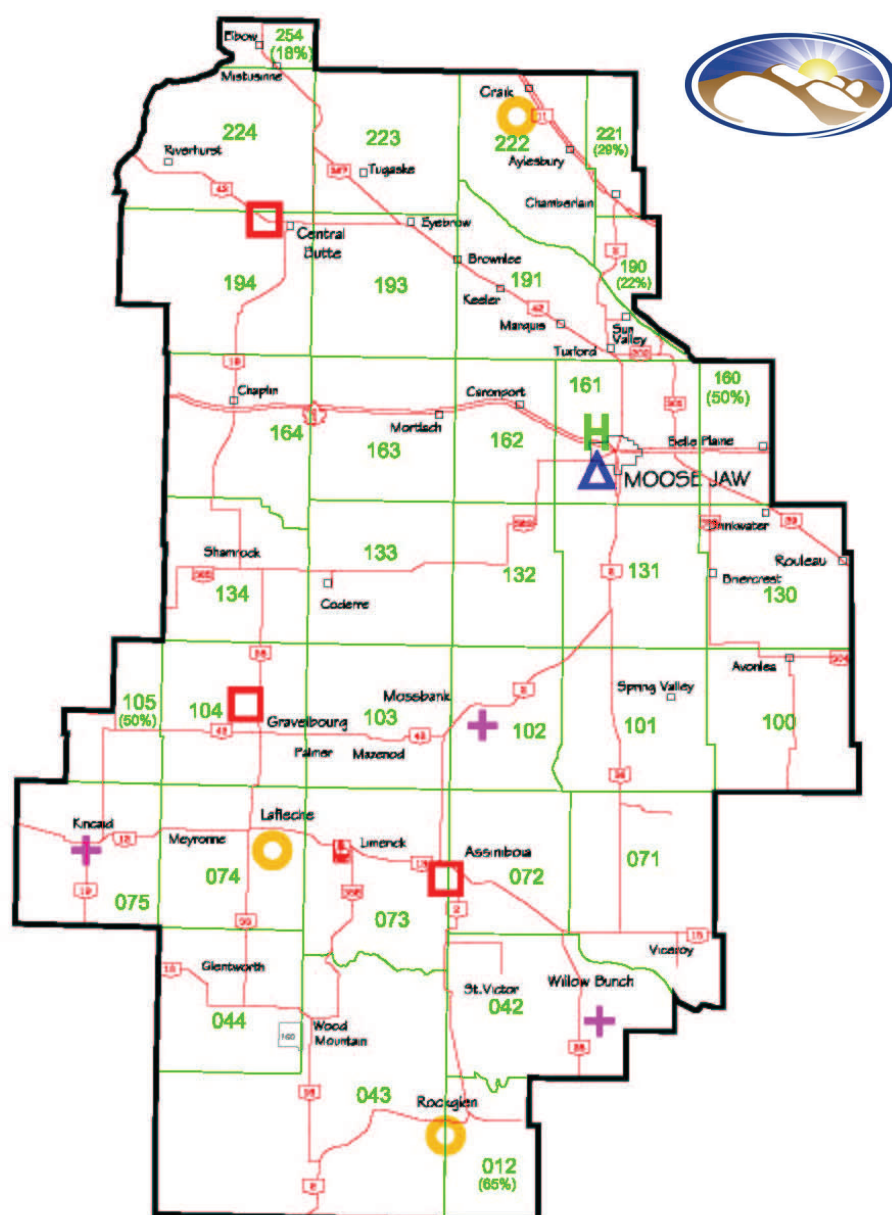
Vaccine will be the gold standard for prevention of influenza. But it won’t be immediately available; there will be a 4 to 6 month period necessary for the vaccine to come on stream. It will take a few months minimum for the appropriate vaccine volumes to then come through in appreciable numbers. It will take months to immunize the majority of the province’s population. It is in this interim time that antiviral treatment will play a key role.

Another variable is the utilization of appropriate antiviral medications. In order to keep within the available supply, these will only be used to treat ill patients with influenza-like illness. How effective these antivirals will be in the face of a Pandemic, remains to be seen. There are no guarantees.

We are indeed fortunate to potentially be able to utilize vaccine and antiviral medication against such a virulent influenza. The earliest pandemics did not have this luxury, resulting in significant morbidity and mortality. **Personal protective measures such as hand washing AND using alcohol gels are essential, as is avoiding crowded places.** So the eventual impact of a Pandemic will depend on the nature of the virus itself, which age-groups are predominantly affected, and how we bring all our protective forces to bear on the issue.

All this will require tremendous added resources - human, materials, and money.

*(submitted by Dr. M. Vooght, Medical Health Officer, FHHR)*



### Five Hills Health Region

#### MISSION

People helping people through quality services, education, teamwork, communication, community engagement and healthy public policy.

#### VISION

Healthy Choices—Healthy People

#### VALUES

- Respect Trust Honesty
- Integrity Accountability
- Evidence-based decision-making
- Dedication Compassion Teamwork
- Diversity Safety
- Patient/client resident focused
- Community focus Inclusion
- Quality Holistic approach

#### For information on programs and services:

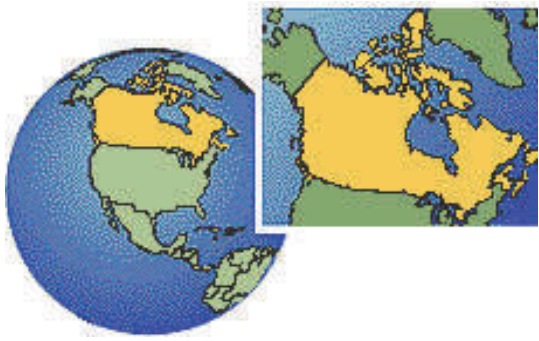
Phone: (306) 694-0296

Toll free: 1-888-425-1111

Internet: [www.fhhr.ca](http://www.fhhr.ca)

or the Health Care Services Guide (**Green Pages**) of the SaskTel phonebook

# Pandemic Influenza in Canada



Considerable attention has been given recently to the prospect of an influenza pandemic sweeping the

globe and causing serious illness and death. The following questions and answers compiled by the Public Health Agency of Canada will help give you a better understanding of what an influenza pandemic is and how Canada is preparing to respond to an outbreak.

## WHAT IS A PANDEMIC?

A pandemic is the worldwide outbreak of a specific disease to which people have little or no immunity.

## WHAT IS AN INFLUENZA PANDEMIC?

An influenza pandemic can occur when a radical change takes place in an influenza A virus, causing the emergence of a new strain against which people have little or no immunity. If this new subtype, or strain, has the ability to spread easily from person to person, many people around the world could become ill and possibly die. This is referred to as an influenza pandemic.

## WHAT CAUSES AN INFLUENZA A VIRUS TO CHANGE AND RESULT IN A NEW STRAIN?

One way a new strain can emerge is if a person sick with a human influenza virus also becomes infected with an avian influenza virus and the two viruses re-assort, or “mix.” This means that the avian influenza virus acquires some of the human influenza genes, potentially creating a new subtype of influenza A virus against which people have no immunity.

Another way a change can occur is for an avian influenza virus to undergo a number of changes or mutations resulting in the ability of the new strain to infect people and be transmitted among humans.

## IS THERE CURRENTLY A PANDEMIC STRAIN OF THE VIRUS IN CANADA?

No. There is no influenza pandemic at this time anywhere in the world.

## IS THERE A VACCINE AVAILABLE FOR PROTECTION AGAINST PANDEMIC INFLUENZA?

A vaccine for protection from a pandemic strain of influenza cannot be produced until the new strain has emerged and been identified. It will then take about six months to develop and produce the vaccine. Therefore, a vaccine will not be available at the start of a pandemic and may be in short supply during the initial stages.

Canada has a 10-year contract with a manufacturing company for the production of a pandemic vaccine, should

one be required. Although the vaccine itself cannot be produced until the new strain emerges, having a contract with a domestic supplier allows Canada to build the infrastructure and systems to produce enough pandemic vaccine for all Canadians in the event of a pandemic.

## WILL THE ANNUAL FLU SHOT PROVIDE PROTECTION FROM PANDEMIC INFLUENZA?

No. The annual influenza vaccine includes the influenza strains expected to be in circulation during that year’s flu season. While annual immunization is the most effective way to avoid getting seasonal flu, it will not provide protection from a new influenza strain that emerges to create a pandemic.

## WHAT IS THE DIFFERENCE BETWEEN A VACCINE AND AN ANTIVIRAL?

Vaccines are used to protect Canadians from many serious illnesses, including influenza. A vaccine provides immunity by stimulating the body to produce antibodies to fight off a virus. The antibodies are effective for four to six months. When you are exposed to the influenza virus, the antibodies will help either to prevent the infection or to reduce the severity of the flu. A vaccine is usually administered by injection (e.g., the annual flu shot) and includes a form of the virus that is dead or weakened – so it is harmless to people.

Unlike vaccines, antivirals do not prevent illness by providing immunity. An antiviral is a medicine taken by mouth or by inhalation that destroys a virus or interferes with its ability to grow and reproduce. It can be given to patients when they are sick to reduce symptoms, to shorten the length of illness and to minimize serious complications.

## DOES CANADA HAVE ENOUGH ANTIVIRALS STOCKPILED TO TREAT CANADIANS IN THE EVENT OF A PANDEMIC?

Federal, provincial and territorial governments have established a national antiviral stockpile that can be administered to high-risk groups as required. Antivirals, however, are limited in their effectiveness and, therefore, are only one part of Canada’s overall approach to pandemic preparedness.

## HOW MANY CANADIANS ARE EXPECTED TO BECOME ILL OR DIE DURING AN INFLUENZA PANDEMIC?

It is estimated that, without vaccines and antivirals, between 15 and 35 percent of the population – representing between 4.5 million and 10.5 million Canadians – could become ill. In addition, it is estimated that, in Canada, between 2 million and 5 million people would require medical care, between 34,000 and 138,000 people could require hospitalization and between 11,000 and 58,000 deaths could occur.

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## Falls Prevention for Seniors

### Falls can be prevented – What will you do?

Any one can fall. But as we age, our chances of falling become greater and the injuries as a result of the fall more severe, sometimes permanent - sometimes life-threatening. That's the bad news.

The good news is that injuries due to falls can be prevented. The first step to preventing falls is to understand what causes them. Many factors can cause a fall such as:

- decreased muscle and bone strength
- poor balance
- side effects from medication
- failing vision or hearing
- not using safety aids like a cane or proper footwear
- unsafe conditions in your home or outside.

*Let's take a closer look at old man winter and how to protect yourself from falling outside in snow and on ice.*

- ☑ A good place to start is to check the weather forecast before setting out on your day's errands.
- ☑ Dress appropriately for the weather so your attention can be kept on where you are going rather than on keeping your hat on or hands warm.
- ☑ Wear footwear that fits properly and keeps you safe.
- ☑ Different types of winter ice grippers can now be found in pharmacies, shoe stores, department and hardware stores. Ice grippers fit over the soles of your footwear and provide traction on ice and snow.
- ☑ Beware of wearing ice grippers indoors. They can increase your chance of slipping indoors as well

as ruining the finish of indoor flooring.

- ☑ Use ice tips on canes and other walking aids to help provide added traction and balance.
- ☑ Watch for snow or ice on stairs and walkways. Slow down, take your time!
- ☑ Keep your own driveway and walkways in your yard clear of snow and ice. Hire a student to help you with this heavy outside work. Working together will make both of you happy!
- ☑ Use sand, salt or kitty litter on icy patches on walkways and driveways.
- ☑ Put yard tools, such as shovels, away when not using them.
- ☑ Ask someone to help you with removing and putting away outside Christmas decorations.
- ☑ Keep your home entrances well lit.
- ☑ Watch for uneven sidewalks or cracks in sidewalks
- ☑ Beware of objects on sidewalks or walkways such as bike racks or garbage cans
- ☑ Be careful of unmarked curbs or corners with curb ramps
- ☑ Travel light. Heavy, awkward handbags or shopping bags can affect balance.
- ☑ Keep on walking! Join a seniors walking club or join other types of physical activity such as dancing or Tai Chi. They help keep you stronger with better balance.

### Did you know....?

- ⊙ Falls are the most **common** cause of injury among seniors today.
- ⊙ Falls are directly responsible for **40%** of all elderly admissions to nursing homes or long-term care facilities. That means that when you visit friends and relatives in a nursing home, **4 out of 10** of the people are there because of an injury from a fall.
- ⊙ Falls are the cause of more than **90% of all hip fractures in seniors**. Almost **half** of people who suffer a hip fracture never fully recover. **20% will die within a year**. This means that for those seniors that have suffered a hip fracture from a fall - **1 in 5** of them will die within the first year after the fall.
- ⊙ Injury due to falls among seniors costs **Saskatchewan healthcare \$56 million each year** and in **Canada about \$2.8 billion each year**. **One fractured hip costs \$20,000 to \$25,000 to repair and rehabilitate the person.**





### SHOULD YOU FALL....



- ⊙ Attempt to land on your buttocks to prevent more serious injuries.
- ⊙ Don't rush to get up. Make sure you are not injured before trying to get up or letting others help you get up.
- ⊙ Don't let the fear of falling again prevent you from being active. Inactivity creates an even greater risk of falling.
- ⊙ Finally, ask yourself "What will I do during the winter season to make sure I am as safe as can be from slips, trips and falls?"



# HealthLine

Free health advice from qualified registered nurses, 24 hours a day, 7 days a week.

**1-877-800-0002**

**Ready for Your Call. Anytime.**

- **If you have a medical emergency, call 9-1-1. HealthLine is not for emergency situations.**
- **HealthLine** is a free, confidential 24-hour health advice telephone line, staffed by registered nurses. They can provide you with immediate, professional health advice or information, and direct you to the most appropriate source of care. **HealthLine** can help you decide whether you should treat your own symptoms, go to a clinic, wait to see your doctor, or go to a hospital emergency room.
- **HealthLine** gives you immediate access to a registered nurse, who can provide information on symptoms, chronic illness, injury, nutrition, or healthy lifestyles. The nurse will recommend self-care, accessing of local services, a visit to a health professional, or a trip to a hospital emergency room. **HealthLine** nurses will not provide prescriptions.
- **HealthLine** service is offered in English, with translation in a wide variety of other languages including French, Cree and Dene. TTY access is available at 1-888-425-4444 for those with hearing and speech difficulties.



SASKATCHEWAN  
**HealthLine** ONLINE

**Health Information at your fingertips**

Still have questions? If you live in Saskatchewan, call 1-877-800-0002 (TTY: 1-888-425-4444)



**Saskatchewan's HealthLine Online** — where reliable health information is always at your fingertips. The information found on this web site will help you to better understand and manage your health and the health of your family. It can help you to prevent and treat common illnesses and injuries, and to know when to contact your doctor or health care professional.

Access to this site is provided as a public service for residents of Saskatchewan. This information should not be used as a substitute for the advice of a physician or other qualified health professional.

If after using this site, you still have unanswered health questions, or need advice, contact the toll-free **HealthLine** at 1-877-800-0002 (in Saskatchewan). For the hearing impaired, call 1-888-425-4444 (TTY).

For easy access use the internet address: [www.healthlineonline.ca](http://www.healthlineonline.ca) or go to the Saskatchewan Health home page [www.health.gov.sk.ca](http://www.health.gov.sk.ca) where there is a link in the left margin to the online site.