

Thunder Bay Regional Health Sciences Centre
DEPARTMENT CLOSURES – Holiday Period 2023-24 – Revised December 15, 2023

DEPARTMENT	HOURS OF OPERATION / NOTES
Academics & Interprofessional Education	Closed December 25, 26 and January 1
Administration	December 25, 26 – Closed January 1 – Closed
Admitting	Full service
Ambulatory Care	December 25 - Closed January 1 – Closed December 26, *Weekend service
Biomedical	Closed December 25, 26 and January 1
Cafeteria	December 25 – 8:00am - 3:00pm (hot grill open 8:00am-12:00pm) December 26 – January 1 – 9:00am - 3:00pm (hot grill open 9:00am-12:00pm) January 2 – return to trial hours 7:30am - 6:30pm (grill closes at 5:30pm)
Cancer Centre	December 25, 26– Closed January 1 – Closed
Capital & Program Development	Closed December 25, 26 and January 1
Cardiac Cath Lab	Closed December 25 & 26 and January 1
Cardiac Diagnostics	Echo: No closures/normal hours of operation Stress Testing: Closed December 25 to January 1 Holters: December 25, 26 and January 1 – Closed
Cardiovascular Rehabilitation	Closed December 25, 26 and January 1
Clinical Genetics Program – Suite 300B, 984 Oliver Rd. (Prevention & Screening Clinical Services)	December 25 & 26– Closed January 1– Closed
Clinical Research Services Department (including Trials)	December 25 & 26 – Closed January 1 – Closed
Communications & Engagement	December 25 & 26 and January 1 – Closed

Complex and Chronic Disease (Bariatrics, CCDC)	Centre for Complex Diabetes Care (CCDC) – Closed December 25, 26, January 1 Regional Bariatric Care Centre & Paediatric Healthy Living Program: Closed December 25, 26, January 1
Complex Malignant Hematology (on Unit 1A)	December 25 – Closed January 1 – Closed
COVID-19 Assessment Centre	Closed to new patients December 25 and January 1 Prior scheduled patients as normal
Cyclotron	Closed December 25 & 26 and January 1
Decision Support	Closed December 25 & 26 and January 1
Diagnostic Imaging	Radiology: December 25, 26 and January 1: Weekend staffing but 24-hour coverage Interventional Angiography: Closed December 25, 26 and January 1 CT: December 25, 26 and January 1: Weekend hours (0730-2330). Call after 2330 hours. Mammography: Closed December 25, 26 and January 1 MRI: Open Dec. 24 days; on call starting at 1530 Closed Dec. 25; on call 24 hours Open Dec. 26 days; on call starting at 1530 Open Dec. 27 – 30 Open Dec. 31 days; on call 1530 - 0730 Open Jan. 1 days; on call 24 hours Nuclear Medicine: Closed December 25, 26 and January 1 Ultrasound: December 25, 26 and January 1 - ED and in-patient services; 7am-11pm (always on call 11pm-7am)
EEG (Electroencephalogram) Service	December 25, 26– Closed January 1 - Closed (Not open on weekend)
Emergency Preparedness	Closed December 25, 26 and January 1
Endoscopy	December 23-26 Closed (Staff available on call) January 1– Closed (Staff available on call)
Finance	December 25 – Closed December 26 – Closed January 1 – Closed
Foundation Office	December 25 – Closed December 26 – Closed January 1 – Closed
Forensic Mental Health Services	Out-patient Department: December 25, 26 – Closed January 1– Closed

Fracture Clinic	December 25, 26– Closed January 1– Closed
Health Professions and Collaborative Practice	See “Professional Practice”
Health Records	<p>Main Health Records During STAT holidays, the primary contact for Health Records will be the Administrative Coordinator for urgent requests. Dec 24 – 0800-1600 Dec 25 – CLOSED Dec 26 – CLOSED Dec 27 – 31 – 0800-1600 Jan 1 – CLOSED Jan 2 – 0800-1600</p> <p>ICP Health Records Dec 24, 25, 26 – CLOSED Dec 27 – 29 – Regular hours 0800-1700 Jan 1 – CLOSED Jan 2 – 0800-1700</p>
Hospital Elder Life Program (HELP)	Closed from December 25 to January 2
Hospitalist Office	Closed December 25, 26 and January 1
Housekeeping	Regular Hours
Human Resources	Closed December 25 & 26 and January 1
Indigenous Health Hub	Closed December 25 & 26 and January 1
Infection Prevention and Control	Reduced Hours December 24 0830-1630 December 25 0630 – 1630 December 26 0630 – 1630 December 31 0830 – 1630 January 1 0730 - 1600
Information Systems/Information Technology	Dec 25 - No staff on site, after hours on-call emergency support only Dec 26 - No staff on site, after hours on-call emergency support only Dec 27 - Dec 31 - Normal business operations, after hours through on-call emergency support

	Jan 1 - No staff on site, after hours on-call emergency support only
Internal Medicine Clinic (IMC)	December 25, 26 & January 1 Closed
Laboratory	<p><u>Cytogenetics and Molecular Testing:</u></p> <ul style="list-style-type: none"> • Send-out for Cytogenetics and Molecular is not available on Fridays due to courier times (standard protocol). • This practice will not change over the Christmas or New Year Holiday period. <ul style="list-style-type: none"> ○ Thursday, December 21 – Samples must be received in the lab no later than 1200 (noon) ○ Friday, December 22 – Cytogenetics/Molecular not available ○ Monday, December 25 – Cytogenetics/Molecular not available ○ Tuesday, December 26 – Cytogenetics/Molecular not available ○ Thursday, December 28 – Samples must be received in the lab no later than 1200 (noon) ○ Friday, December 29 – Cytogenetics/Molecular not available ○ Monday, January 1 – Cytogenetics/Molecular not available <p><u>Histology/Pathology/Cytology:</u> Closed December 25, 26 and January 1 *Quick Sections still available with Pathologists on call.</p> <p><u>Flow Cytometry:</u> Friday, December 22 – Samples must be received in the lab no later than 1200 (noon) Closed December 25, 26 Friday, December 29 – Samples must be received in the lab no later than 1200 (noon) Closed January 1</p> <p><u>Sample Send-out:</u> Closed December 25, 26 and January 1</p>
Laboratory Out-patient	Closed December 25, 26 and January 1
Laundry/Linen Services	Regular Hours
Mail Room	Closed December 25, 26 and January 1
Maternity Centre	December 25, 26 – Closed January 1 – Closed
Medical Affairs	Closed December 25, 26 and January 1
Medical Device Reprocessing Department	December 24 – closed at 2330 - 0730 December 25 – closed at 2330 - 0730 December 26 – closed at 2330 - 0730 December 31 – closed at 2330 - 0730 January 1

	All hours remain the same except for the 3 midnight shifts above
Medical Transitions Clinic (MTC)	December 25, 26 and January 1 - closed
Mental Health Services	Out-patient Areas: December 25, 26– Closed January 1 – Closed
Northwest Region Pre-hospital Care Program	December 25, 26 – No Coverage/Service January 1 – No Coverage/Service
Nurse Led Outreach Team (NLOT)	December 25, 26 – No Coverage/Service January 1 – No Coverage/Service
Nutrition & Food Services	No change to the operation's hours. Open from 5:00 am until 7:45 pm
Occupational Health & Safety	Closed December 25 & 26 and January 1
Operating Room (SDC and PACU to staff to accommodate the OR)	December 23-26 closed, 1 non elective room December 27, 28, 29 – 6 elective rooms running December 31-January 1– 1 non elective room January 2– Resume regular service
Pacemaker Clinic	December 25 & 26 - Closed January 1 – Closed
Paediatric Out-patients (POP)	December 25, 26 – Closed January 1 – Closed
Patient Billing (Cashiers)	December 23 – 9:00 am – 5:00 pm December 24 – 9:00 am – 3:00 pm December 25 & 26 – Closed December 27 – 7:30 am – 7:30 pm December 31– 9:00 am – 3:00 pm January 1 – Closed January 2 – 7:30 am – 7:30 pm
Patient & Family Centred Care (PFCC) / Patient Advocate	PFCC Office: Closed December 25, 26 and January 1 Patient Advocate: No Patient Advocate December 25-29
Payroll	Closed December 25, 26 and January 1
Main In-Pharmacy	December 23-27: 0800-1700hrs December 27-29: 0800-1800hrs December 30-January 1: 0800-1700hrs <i>*Pharmacist on call after hours</i>
Cancer Centre Pharmacy	December 25-26 Closed January 1 Closed
Specialty Pharmacy	December 25-26 Closed January 1 Closed
Physical Plant/Maintenance	Closed December 25, 26 and January 1

Portering	Regular Hours
Preadmission Clinic	December 25, 26 – Closed January 1– Closed
Prevention & Screening Clinical Services – Suite 401, 984 Oliver Rd.	December 25, 26 – Closed January 1 – Closed
Print Shop	Closed December 25, 26 and January 1
Privacy Office	Closed December 25, 26 and January 1
Professional Practice	Closed December 25, 26 and January 1
Psychiatry Services	Closed December 20-31 inclusive <ul style="list-style-type: none"> • No new ECT assessments or non-emergency ECT start-ups except for emergency ECT • Limited access to: Out-patient Brief Intervention Treatment Team services and non-emergency Consultation-Liaison assessments • Reduced number of physicians covering multiple on-calls
PFT (Pulmonary Function Testing) Lab	December 25 & 26– Closed January 1 – Closed
Purchasing	Closed December 25, 26 and January 1
Quality & Risk Management	December 25 & 26 and January 1 – Closed Bioethicist Services: Follow regular process to request services by contacting Bioethicist at 807-631-7322.
Rapid Access Clinic (RAC) Includes Orthopaedic Central Intake, Endo and Surgical Central Intake and Remote Patient Monitoring	December 25, 26– Closed January 1 – Closed
Rehabilitation Services	December 25– Closed December 26, January 1– Weekend service Regular service all other days
Renal Program	Home Hemodialysis: Closed December 25, 26 and January 1 In-Centre Hemodialysis: In-centre hemodialysis, Sioux Lookout Dialysis and Fort Frances Dialysis are closed Dec 25th & January 1st. Open Sunday Dec 24th and Dec 31st instead Multi-Care Kidney Clinics: Closed Dec 25, 26 and Jan 1 Peritoneal Dialysis (PD): PDU is open 7 days from 0700 hrs to 2300 hrs
Research Department (TBRHRI)	December 25 & 26 – Closed January 1 – Closed
Screen for Life Coach	December 25 & 26 and January 1 - Closed
Seasons Gift Shop	December 24 – January 2, Inclusive - Closed

Security	Continued 24/7 full service throughout the holiday schedule
Sexual Assault Domestic Violence	December 25, 26 & January 1 – Closed. Will have on-call coverage for acute cases
Spiritual & Religious Care	Closed December 25, 26 inclusive and January 1 <i>*On-call only, available 0800-2300hrs</i>
Staffing Office	Closed at 8 pm December 24 Closed December 25
Stores	December 25 th and January 1 st
Strategy & Performance	Strategy and Performance will be closed on the stat holidays. December 25, 26– Closed January 1 – Closed
Stroke Prevention Clinic	December 25, 26– Closed January 1 – Closed (Not Open on Weekend)
Switchboard	Switchboard will be full service
Tamarack House	Closes December 22 at 1600 Opens December 26 at 1600 Closes December 29 at 1600 Opens January 1 at 1600
Telemedicine	December 24, 25, 26, 27, 31 – Closed January 1, 2 – Closed
Utilization Management	December 25, 26 – Closed January 1 - Closed
Volunteer Services	Closed December 25 & 26 and January 1