

Territorial Guide Summary

Your guide to provincial health organizations & resources.

Northwest Territories

Government Services

Northwest Territories Health Care Plan

Northwest Territories Health Insurance Programs are designed to provide eligible residents with coverage for medically required hospital, medical, and in-hospital prescriptions with some restrictions.

Phone: (867) 777-7400

Toll-Free: 1-800-661-0830

Website: www.hlthss.gov.nt.ca/english/services/health_care_plan

Prescription Drug Program

If you qualify for Extended Health Benefits (EHB), some or all of your prescription drug costs will be covered by the Alberta Blue Cross, a private insurance company that administers the drug plan for Health and Social Services.

Phone: (867) 777-7400

Toll-Free: 1-800-661-0830

Website: www.hlthss.gov.nt.ca/english/services/health_care_plan/alberta_blue_cross

Northwest Territories HSS Authorities

The Health and Social Services System (SSS) is responsible for healthcare in the NWT and delivers services through eight Regional Health Authorities.

Website: www.hlthss.gov.nt.ca/english/our_system/authorities

Tele-Care NWT

Tele-Care NWT is a bilingual nurse telephone health and support line, available 24 hours a day, 7 days a week.

Phone: 1-888-255-1010 (NWT only)

Website: www.hlthss.gov.nt.ca/english/services/health_line

Wait Time Information

Wait times are listed for the Stanton Territorial Hospital in Yellowknife. Also consult the Alberta Waitlist Registry, since many of the surgeries required by NWT residents are performed in Edmonton.

Stanton Territorial Health Authority

Website: www.srhb.org/services/custom_page.php?id=100&idCpage=68

Alberta Waitlist Registry

Website: www.ahw.gov.ab.ca/waitlist

Phone: (780) 427-7164

E-mail: health.ahinform@gov.ab.ca

College of Physicians and Surgeons

The Northwest Territories has no College of Physicians and Surgeons. Doctors are instead regulated and licensed by HSS. Contact the Office of the Registrar, Professional Licensing to locate a physician.

Office of the Registrar, Professional Licensing

Phone: (867) 920-8058

Toll-Free: 1-800-661-0830

Website: www.hlthss.gov.nt.ca/english/services/professional_licensing

Resources for Complaints

If you have a concern, you should address it directly with the service provider(s) or organization(s) involved. To make a complaint, consider contacting:

Northwest Territories Health and Social Services

Phone: (867) 777-7400

Toll-Free: 1-800-661-0830

Website: www.hlthss.gov.nt.ca

Complaints Against Health Care Professionals

Phone: Your local HSS Authority

Website: www.hlthss.gov.nt.ca/english/services/health_care_service_complaints

NWT Information and Privacy Commissioner

Phone: (867) 669-0976

NWT Department of Justice

Phone: (867) 920-3225