

New Central Intake System for hip and knee surgeries:

pilot project in Vitalité Health Network zones 1B and 6

Objective

Improve access to hip and knee replacement surgery by centralizing osteoarthritis referrals.

Why this project?

- **Reduction of wait times**
Thanks to an automated system, patients are referred to the first available orthopedic surgeon according to clinical priority and date of request.
- **Fairness and transparency**
All patients have access to timely assessment, simplified follow-up and improved communication.
- **Enhanced preoperative support**
Integration of collaborative access with physiotherapy, including programs such as GLA:D for improved surgical preparation.

How does it work?

- **Referrals sent by fax**
All referrals should be sent to 1-506-317-2452.
- **Electronic referrals (website)**
Coming soon.

The system sorts the referrals, determines their urgency based on a standardized form, and allocates cases to surgeons according to availability..

Key features for improving the experience

- Email and SMS notifications to patients
- Automated appointment tracking
- Equitable workload distribution
- Secure interface with remote access



Next steps

- Pilot project rollout:
zones 1B and 6
- Official launch date:
June 23, 2025

Need help or more info?

- Write to our team at the Central Intake Office:
Guichetcentralise@VitaliteNB.ca
- www.vitalitenb.ca/en/doctors



Thank you for your cooperation and commitment to improving access to surgical care for our patients.