



Tsi Tehsakotitsèn:tha Kateri Memorial Hospital Centre

Established 1905

KMHC Launches Elders' Information Phone Line

For immediate release

(Kahnawake - 5, Kenténha /October 2026) Tehsakotitsén:tha Kateri Memorial Hospital Centre (KMHC) is pleased to announce that it is launching a new Elders' Information Line, which is intended to provide elders with a dedicated point of contact for assistance navigating healthcare and community services.

The service would provide support with:

- Navigation of KMHC services – Helping elders understand which KMHC service or department can best meet their needs.
- Medical documentation – Providing assistance with understanding and navigating medical forms and documentation.
- Community resources – Connecting elders with relevant programs, services, and resources available within the community.
- External resources – Supporting elders in accessing healthcare and other services outside of the community.
- Patient navigation support – Assisting elders in connecting with an English-speaking Patient Health Navigator when additional support is needed to navigate external healthcare services.

The service is active as of this date (Monday, 5 Kenténha/October). Notices will be posted in local media and on social media.

"Healthcare systems can be complex, and technology continues to evolve rapidly," said Krissi Delaronde, Manager of Outpatient Care. "For many elders, knowing who to contact, what steps to take, where to go, and how to access the appropriate services can sometimes feel overwhelming. At KMHC, we want our elders to feel supported in navigating these systems."

"The Elders Information Line would provide a welcoming and accessible resource for elders who may need assistance understanding their options and connecting with the right services," she added. "The goal is to help elders feel safe, supported, informed, and empowered to maintain their independence. KMHC is here to help!"

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P.O. Box 10, Kahnawake, QC J0L 1B0
Tel: 450-638-3930 Fax: 450-638 4634
www.kmhc.ca

Elders wishing to use the service should call KMHC at **450-638-3930, extension 2345**. If no one is available to immediately take the call, leave a brief message with your name and phone number - you will receive a call back, usually within 24 hours. Calls will also be accepted after business hours and during weekend and holidays, but please note that these calls will be returned when offices re-open.

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Media contact:

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450-638-3930, extension 2286 or communications@kmhc.ca