







This resource is for Long-Term Care Facility partners, with a **non-@nshealth.ca** email, encountering an issue with PathWays (the vacant bed management solution). Support is available through email or phone.

 <p><b>What type of request?</b></p>	<p><b>Technical/User contact</b>  <a href="mailto:support@stratahealth.com">support@stratahealth.com</a></p> <ul style="list-style-type: none"> <li>• <b>Service Provider Access</b> (new user, remove user, change permissions) – a User Access Request Form, signed and emailed by the Administrator listed in the Nursing Homes and Residential Care Facilities <a href="#">DIRECTORY</a>, to Strata support</li> <li>• Unable to log in.</li> <li>• Issue requiring technical support.</li> <li>• Action done in error.</li> <li>• Support on how to use PathWays</li> </ul>	<p><b>Process/Policy/User contact</b>  <a href="mailto:ProvincialePlacementforLTC@nshealth.ca">ProvincialePlacementforLTC@nshealth.ca</a></p> <ul style="list-style-type: none"> <li>• <b>SLTC Access</b> (new user, remove user, change permissions) – send a User Access Request Form (signed by SLTC management) to <a href="mailto:ProvincialePlacementforLTC@nshealth.ca">ProvincialePlacementforLTC@nshealth.ca</a></li> <li>• Policy or process questions/issues related to using PathWays</li> </ul>
 <p><b>How can I get support?</b></p>	 <p><b>Email Support</b>  <a href="mailto:support@stratahealth.com">support@stratahealth.com</a></p> <p><b>What you can expect:</b></p> <ul style="list-style-type: none"> <li>• A service ticket will be created &amp; assigned for resolution based on priority.</li> <li>• You may be contacted by phone if immediate support is needed.</li> <li>• You will be notified when our ticket is resolved.</li> </ul>	 <p><b>Email support</b>  <a href="mailto:ProvincialePlacementforLTC@nshealth.ca">ProvincialePlacementforLTC@nshealth.ca</a></p> <p><b>What you can expect:</b></p> <ul style="list-style-type: none"> <li>• Your issue will be assigned based on priority.</li> <li>• The best resource will be connected to your issue.</li> <li>• Follow up will occur via email.</li> </ul> <p><b>Available Monday to Friday 8:30 am to 4:30 pm</b></p>
 <p><b>Phone Support</b></p>	<p><b>Strata Health</b>  <b>1-866-556-5005</b></p> <p><b>Available Monday to Friday, 9:00 am to 8:00 pm</b></p>	
 <p><b>Resources</b></p>	<p><b>PathWays Resource Materials</b>          Link: <a href="#">PathWays Resources</a></p> <p><b>PathWays resources are available to help you navigate PathWays</b></p>	