





PathWays Support

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

 <p>What type of request?</p>	<p>Technical contact support@stratahealth.com</p> <ul style="list-style-type: none"> Issue requiring technical support. Action done in error. Support on how to use PathWays 	<p>Process/Policy/User contact ProvincialePlacementforLTC@nshealth.ca</p> <ul style="list-style-type: none"> Access (new user, remove user, change permissions) – submit ticket through IT Self Service (service and support> access> user access> add addition application access). Attach the User Access Request Form <ul style="list-style-type: none"> <input type="checkbox"/> STAR <input type="checkbox"/> Strata Pathways ← <input type="checkbox"/> Summit Policy or process related questions or issues using PathWays
 <p>How can I get support?</p>	<p>Email Support support@stratahealth.com</p> <p>What you can expect:</p> <ul style="list-style-type: none"> A service ticket will be created & assigned for resolution based on priority. You may be contacted by phone if immediate support is needed. You will be notified when our ticket is resolved. 	<p>Email support ProvincialePlacementforLTC@nshealth.ca</p> <p>What you can expect:</p> <ul style="list-style-type: none"> Your issue will be assigned based on priority. The best resource will be connected to your issue. Follow up will occur via email. <p>Available Monday to Friday 8:30 am to 4:30 pm</p>
 <p>Phone Support</p>	<p>Strata Health 1-866-556-5005</p> <p>Available Monday to Friday, 9:00 am to 8:00 pm</p>	
 <p>Resources</p>	<p>PathWays Resource Materials Link: PathWays Resources</p> <p>PathWays Resources are available to help you navigate PathWays</p>	