

NEWS RELEASE/FOR IMMEDIATE RELEASE

Northumberland Hills Hospital relocates Finance Payment Desk for patients to hospital's Main Registration Area

NORTHUMBERLAND COUNTY, Wednesday, June 4, 2025—To enhance the experience of patients, caregivers, and visitors at Northumberland Hills Hospital (NHH), the Finance Payment Desk—formerly located on the second floor of the hospital, in the Finance Department—has been relocated to the first floor at the Main Entrance Registration area.

As in the past, the Finance Desk will be open to process bill payment from Monday to Friday, 8:30 AM-3:30 PM for the following services:

- Payments for hospital bills or,
- To purchase weekly or monthly parking passes

Payments or purchases can be made either in-person at the Finance Desk or over the phone by dialling 905-372-6811, extension 3025.

“Patient experience is a process that is always growing and evolving at NHH,” said Jennifer Gillard, VP, Patient Experience, Public Affairs and Strategic Partnerships. “Working with our Patient and Family Advisory Council, our teams are constantly examining ways to enhance services and supports for patients and visitors. By relocating the Finance Payment Desk to the first floor, we are acting on feedback received from visitors, staff and volunteers alike. The goal was to create an easily accessible area that’s central to other important hospital services, including appointment registration, outpatient clinics, the Main Street Bistro cafeteria, and Inquiry Desk and we thank our Finance and Registration teams for supporting this transition.”

Virtual payment options are being reviewed and will be added to the in-person and telephone-based Finance Desk service in future to further support ease of access.

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About Northumberland Hills Hospital – Located approximately 100 kilometres east of Toronto, NHH delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care,

medical/surgical care, obstetrical care and palliative care. Post-acute specialty services (PASS) include restorative care and rehabilitation. Mental health care, cancer and supportive care, dialysis and other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 67,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope, Alderville First Nation and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs more than 850 people and relies on the additional support provided by physicians, midwives and volunteers. NHH is an active member of Ontario Health (East)—formerly the Central East Local Health Integration Network—and the Ontario Health Team of Northumberland. For more information, please visit nhh.ca or follow us on Facebook [@northumberlandhillshosp](https://www.facebook.com/northumberlandhillshosp), and LinkedIn [Northumberland Hills Hospital](https://www.linkedin.com/company/northumberland-hills-hospital).

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