



# NORTHUMBERLAND HILLS HOSPITAL

*inspiring strength, dignity and compassion*

## **NEWS RELEASE – FOR IMMEDIATE RELEASE**

**Telephone system upgrade at NHH planned overnight on Wednesday, October 29  
- callers to the hospital are asked to use the main line unless otherwise advised**

**NORTHUMBERLAND COUNTY, Wednesday, October 27, 2008** – An upgrade to Northumberland Hills Hospital's telephone system is scheduled to take place later this week.

Work on the upgrade will begin at 11:00 PM, Wednesday, October 29, 2008. It is expected to be complete by or before 07:00 AM, on Thursday, October 30. During the conversion process:

- Internal telephones and fax machines in the building will be out of service
- Incoming calls to the hospital's main number (905-372-6811) will be automatically directed by the attendant to an analog power fail telephone; the calls will first go to the phone at the hospital Switchboard and then "roll" to additional power fail phones distributed throughout the building
- Incoming calls cannot be transferred within the hospital during the course of the overnight upgrade process; calls will be redirected to temporary cell phone numbers stationed at the respective departments/areas, as required
- The hospital's main fax machine (905-372-4243) will continue to function. An extra ward clerk will be working through the night of October 29 to assist with the receipt/distribution of faxes
- Pay phones located in the Emergency Department, Main Entrance and beside the public elevators on the second floor will function as usual

Disruption is expected to be minimal given the hours selected for the conversion. Selected external callers who require access to specific departments within the hospital overnight on October 29 will be given a cell phone number to dial. Members of the general public are asked to use the hospital's main line (905-372-6811) if they need to telephone the hospital over night on October 29.

Please contact Jennifer Gillard at 905-377-7757 or [jgillard@nhh.ca](mailto:jgillard@nhh.ca) in advance of the conversion for more information.

**About Northumberland Hills Hospital** – The Northumberland Hills Hospital (NHH) is located approximately 100 kilometres east of Toronto. The 137-bed acute care hospital delivers a broad range of core services, including medical/surgical care, complex/long-term care, rehabilitation, palliative care, obstetrical care and intensive care. NHH also sponsors a Community Mental Health Centre and an Assertive Community Treatment Team. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 60,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs over 500 people and is an active member of the Central East LHIN. For more information, please visit [www.nhh.ca](http://www.nhh.ca).