



NORTHUMBERLAND HILLS HOSPITAL

inspiring strength, dignity and compassion

NEWS RELEASE – FOR IMMEDIATE RELEASE

New parking payment process for visitor lots coming this June – Credit cards now accepted, tokens discontinued

NORTHUMBERLAND COUNTY, Friday, May 29, 2009 – NHH will migrate to a new parking gate mechanism in the main visitor and Emergency Department (ED) parking lots this week.

The new gates will be activated in the main visitor lot on Wednesday, June 3 and in the ED lot on Friday, June 5. The change marks the latest in a multi-phase project to improve the parking payment process at the Hospital.

With the move to the new gates, NHH will introduce the option of credit card payments and, further, permit people to instantly receive hard copy receipts for use for tax or other documentation purposes.

What changes can visitors expect this June when parking at the Hospital?

The entry gate to the front visitor lot will remain in the same location, but the exit gate will move from the north side of the front visitor lot to the west.

When the new gate mechanism goes live, visitors will be required to pay for parking INSIDE the Hospital, at the on-foot pay stations. Payment was previously made outside, at the gate, on exit from the lot.

There will be two pay stations inside the Hospital. One will be located in the ED. The second will be located at the front door of the Hospital, beside the Inquiry Desk. Payment will no longer be accepted at the gate. Pay stations will accept cash or (new with the new system) credit cards.

Effective June 5, parking tokens will be discontinued for all Northumberland Hills Hospital parking lots.

Will there be pricing changes?

There will be no change to the current \$5 flat fee price for visitor parking at NHH at this time. The Hospital will review the traffic data the new system will generate and, from there, determine how best to price parking rates going forward. NHH is committed to offering reduced rates for short-term use. It is expected that at least two months will be required before sufficient data can be gathered to determine exactly what that new visitor pricing will be.

Questions or suggestions regarding the parking process at NHH should be directed to Elizabeth Vosburgh, Vice President, Human Resources and Quality, at evosburgh@nhh.ca or 905-377-7759.

About Northumberland Hills Hospital – 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 services, including emergency and intensive care, medical/surgical care, complex/long-term care, rehabilitation, palliative care and obstetrical care. A variety of ambulatory care clinics are also offered at NHH. In addition to these, 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 close to 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East LHIN. For more information, please visit www.nhh.ca.