



NEWS RELEASE

FOR IMMEDIATE RELEASE:

Northumberland Hills Hospital Launches Emergency Room Wait Time Dashboard and Self Arrival Kiosk

NORTHUMBERLAND COUNTY, Wednesday, December 3, 2025 –Northumberland Hills Hospital (NHH) announces today the launch of a new Emergency Department (ED) Wait Time Dashboard and a Self Arrival Kiosk. The purpose of the dashboard is to share information with the public on current patient volumes in the ED and will go live on the nhh.ca website and in the ED waiting room on December 3, 2025.

“The creation of the dashboard reflects NHH’s commitment to our Strategic Plan and [Experience Framework](#), both of which are dedicated to enhancing the patient experience,” says Susan Walsh, President and CEO of Northumberland Hills Hospital. “By providing regular updates on Emergency Department volumes and wait times, we are improving transparency, empowering our community with timely information, and helping patients better prepare for their visit. This initiative supports our strategic goal of *Accountable Care*, that utilizes the power of technology, information, and innovation to improve efficiency and accessible communication.”

The creation and design of the ED dashboard was supported by an interdisciplinary team, inclusive of ED staff and physician leadership, volunteers and in partnership with peers at Peterborough Regional Health Centre, who introduced a similar platform last week with positive response.

The dashboard is updated regularly and includes:

- the average time patients are currently waiting to see a provider in the Northumberland Hills Hospital ED
- the number of patients waiting to see a provider
- the total number of patients waiting for an inpatient bed
- the total number of patients currently in the ED
- the typical wait times to see a provider (by hour)

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Please note: The dashboard does not predict the entire length of stay for any one individual, as this depends on the care required and/or tests a patient may need. Patients in the ED are always seen in order of medical priority, with those having more serious conditions always treated first. Wait times can also change quickly and unexpectedly due to new or more urgent emergencies, including sudden high-volume incidents. In addition to the dashboard, patients will be able to “self-arrive” to the Emergency Department using the new ED Self Arrival Kiosk. The kiosk will be used for patients visiting the ED, while all other outpatient visits will continue to register at the ED or Central Registration desks. Individuals who prefer not to self-register at the kiosk will continue to be supported by our Registration team and ED volunteers.

For additional information about the ED Wait Time Dashboard, please visit: nhh.ca.

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).

For comments or concerns please email: patientrelations@nhh.ca or call - 905-377-7744.

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