



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

### **Upgrade coming to patient entertainment system at NHH**

**NORTHUMBERLAND COUNTY, Monday, October 3, 2022** – Improvements are coming to Northumberland Hills Hospital's patient entertainment (TV) system.

In an update shared with staff and patients September 30, Northumberland Hills Hospital (NHH) confirmed that the old patient entertainment system will be removed beginning Monday, October 3.

A working group led by materials management and inclusive of representatives from NHH's IT, environmental services, finance, public affairs as well as NHH's Patient and Family Advisory Council is coordinating the project, with input from patient care managers.

New TVs will be rolled out beginning Tuesday, October 11.

The new TVs will be installed in all inpatient rooms and 22 common areas (e.g. waiting areas and inpatient dining rooms). As the hospital migrates from the old system to the new it is expected that there will be a short period of time without TV service. NHH's new patient entertainment system vendor is experienced with unique hospital applications and is committed to completing the transition as quickly as possible.

The new TV service will be free of charge at the beginning. Once installation is complete the patient entertainment system in inpatient rooms will be priced by the day with discounts available for longer stay patients who may choose to rent the service for longer periods of time. All proceeds from inpatient rentals will come back to NHH for re-investment in patient care.

For admitted patients who move from one unit or bed to another during their stay at NHH, service will be transferrable within the hospital. Patients (or their loved ones) will be able to rent the entertainment service in one of three ways: directly on the bedside TV, online, via the vendor's website, or by phone, through a 1-800 call centre.

Additional information on how patients (or their loved ones) can rent the new service will be shared directly with patients at the bedside and through NHH's communication channels as the upgrade moves forward.

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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 63,000 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 700 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](http://nhh.ca) or follow us on Facebook [@northumberlandhillshosp](https://www.facebook.com/northumberlandhillshosp) or Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp).

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