



NORTHUMBERLAND HILLS HOSPITAL

NEWS RELEASE – FOR IMMEDIATE RELEASE

NHH telephone system coming to NHH April 4th

NORTHUMBERLAND COUNTY, Wednesday, March 28, 2018—With no further ability to expand the current phone system, preparations are now under way at Northumberland Hills Hospital (NHH) to migrate to a new state-of-the-art telephone system on Wednesday, April 4th. All NHH telephone numbers and extensions will remain the same and supports are in place to minimize phone/fax service disruption during switchover.

The benefits of the upgrade include the following:

- A fully digital telephone system
- Increased capacity for handling calls and tracking call volumes
- New voice recognition capacity on the main telephone number
- An upgraded voice mail system

The switchover will be made in the early hours of Wednesday, April 4th (4:00 AM to approximately 5:00 AM), when call volumes are typically low.

All internal telephones will function while the switchover occurs. Outside calling will be managed through a number of analog “power fail” telephones located at the main Switchboard and select nursing stations throughout the building.

Any calls to NHH’s main number (905-372-6811) during the April 4th switchover period will be managed through these “power fail” telephones. Calls will be received but direct call transfers will not be possible during the switchover. Any callers who contact the NHH main line during the brief switchover period will be notified that the hospital is temporarily unable to transfer calls. Urgent calls will be prioritized and passed along on behalf of the caller.

Key community partners, including local police and ambulance services, are being notified in advance of the switchover date and provided with alternate cell phone contact numbers as additional back-up. Extra staff will be on-hand through the switchover process to ensure a smooth transition.

It is expected that the switchover process will take a maximum of 1 hour and be completed by 5:00 AM on Wednesday, April 4th, at which point telephone and fax access will return to normal and the benefits listed above will be available. NHH thanks everyone for their patience and support during the switchover process.

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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, chemotherapy, dialysis and 16 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 60,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alwick/Haldimand. NHH employs approximately 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East Local Health Integration Network. For more information, please visit www.nhh.ca or follow us on Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp).

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