

To: All Staff, Professional Staff, Learners and Volunteers

From: Dr. Peter Voros, Executive VP, Patient Care Programs & Regional VP, Cancer Services, North West Regional Cancer Program

Date: September 1, 2021

RE: **Update to Patient Television Service**

As a way to support patients who were mostly restricted to their rooms and had few or no Care Partners with them during the COVID-19 pandemic, our Hospital had made the decision to provide free television and telephone services to all inpatients on the COVID-19 unit starting in March 2020.

As we now have more patient movement and more Care Partners present, **Effective October 1, 2021, television services will no longer be provided free-of-charge by the Hospital.**

In order to access the Hospitality Network's TV service, patients will have the following options:

1. Activation and Payment with VISA or MasterCard
 - From the patient's bedside telephone, dial extension 4436 and follow the easy instructions to activate service. The television service will be activated automatically within a few minutes after you hang up. Service will be activated Monday to Friday & Sunday from 12 p.m. - 5 p.m., excluding statutory holidays.
2. Activation and Payment with Cash or Cheque, or for Long Term Stay Rentals
 - From the patient's bedside telephone, dial extension 4436 and follow the easy instructions to activate service.

Please ensure patients are aware of this change and the process to access TV services after September 30th.