



Hamilton Health Sciences



NEWS RELEASE

For Immediate Release

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Hamilton Health Sciences and Cogeco collaborate to light up *HHS-HOTSPOTS* – a new wireless Internet service to help patients connect with loved ones while in hospital

Hamilton, ON – Hamilton Health Sciences (HHS), in partnership with Cogeco, has launched *HHS-Hotspots*, a new subscription-based wireless Internet (WiFi) service that gives patients and visitors access to the Internet, to help them stay connected with family and friends.

Shannon Clark, a former HHS patient applauds *HHS-Hotspots*. “While waiting for the birth of my baby, I was in hospital for three weeks. At the time, wireless Internet wasn’t available in patient rooms but I was lucky enough to find a common area in the hospital where I could access a Cogeco WiFi signal from outside the building,” says Shannon. “I was able to get online and stay connected to my family, friends and coworkers, share my test results, let them know what was happening with me, and most importantly, announce the arrival of my son.”

Understanding first-hand the benefits of WiFi access during her hospital stay, Shannon wanted other patients to experience the same benefit and contacted Cogeco to encourage the company to work with HHS to provide this service option to all patients and visitors.

“We knew that staying in touch with loved ones was important to our patients during their stay in our hospitals and had already been investigating and evaluating solutions for Internet service for our patients when Cogeco approached us about partnering together on this initiative,” says Mark Farrow, Vice President & Chief Information Officer at HHS.

“Providing *HHS-Hotspots* as an additional hospital service option enables our patients to maintain communication online with their support network - an important component that can contribute to better patient outcomes.”

To implement *HHS-Hotspots*, the HHS Information & Communications Technologies project team, led by Kim Dell, Manager, IT Infrastructure & Project Management Office, worked alongside Cogeco’s Business Solutions design and engineering teams to design and install the

network which runs over HHS's WiFi infrastructure of over 1000 access points across Hamilton Health Sciences.

“Cogeco Business Solutions, a leader in fibre connectivity and advanced network solutions in Canada, is proud to be partnered with Hamilton Health Sciences to plan and implement network technology to support our community,” says Leonard Collins, National Director, Cogeco Business Solutions, Fibre Services.

“Our community constituents deserve the best connectivity possible. Cogeco is committed to meeting the changing needs of our partners and customers. The combination of over 1,000 wireless access points at Hamilton Health Sciences facilities and our MPLS enterprise national fibre network is the perfect solution to meet the connectivity challenges and provide an enhanced user experience.”

The option to subscribe to *HHS-Hotspots* will initially be available to patients and visitors at McMaster University Medical Centre, McMaster Children's Hospital, St. Peter's Hospital, and the Regional Rehabilitation Centre, with plans to expand the service to other HHS sites within the year.

The prepaid Internet plans to connect to *HHS-Hotspots* range in pricing depending on access for a day, couple of days, week or month. Once connected, patients and visitors will have the freedom to get online from their room, a patient lounge area, cafeteria, or almost anywhere else while onsite to access the information they need and stay connected.

To celebrate the launch of *HHS-Hotspots*, the wireless Internet service will be available to patients and visitors free of charge until October 20, 2011.

For details about HHS - Hotspots visit: www.hamiltonhealthsciences.ca/hotspots

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