

MEMORANDUM

Date: October 29, 2013

To: VGH Patient Services Managers, Patient Care Supervisors, Manager of Admitting, and Patient Care Coordinators

From: Michelle de Moor, Operations Director, Emergency, ICU, BPTU, Patient Flow & Access

Re: Enhanced Access to Television and Telephone Services for VGH Patients

On October 31, 2013, Hospitality Network will launch a new automated television and telephone rental system for all admitted patients at Vancouver General Hospital. Patients and families will be able to order and pay for services using either their bedside phone, or by having a family member call from an outside line. Payments by Visa and MasterCard will be accepted.

Rental information brochures will be replaced in all patient rooms, and the Hospitality Network customer service representative will continue making daily rounds to provide information to patients, families and staff, and to receive cash payments for those who can't pay by credit card.

Partial revenue from the rental service will be returned to VGH, so we appreciate your support with answering patient and family questions about the system. Attached are more detailed instructions about how to order services, rental costs and reporting issues.

If patients or family members have questions about their television or telephone rental, they may contact Hospitality Network at 1-866-223-3686 between 5:30 am to 7:00 pm, Monday to Friday, and between 7:30 am to 5:00 pm on Saturdays and Sundays or simply dial local 21047 from their bedside phone.