

11th Edition

September 16, 2013

Telephone System

As we realign hospital healthcare services in the City of Windsor we want to take this opportunity to create a system that is easier for patients and families to navigate. One part of that navigation is calling the hospitals from an external phone.

In the near future we will have one land line phone number for patients and families to call that will be able to access all three campuses operated and governed by Hôtel-Dieu Grace Healthcare and Windsor Regional Hospital. Once they call that number they will be able to reach any patient, department or staff member no matter at which campus or organization they are located.

In order to get to this ultimate state certain changes are required to the phone system at all campuses. We will be making these changes in a systematic fashion and NOT all at once.

On October 1, 2013, ALL campuses will have the voice recognition system currently in place at the Ouellette campus.

In addition, **on October 1, 2013**, anyone trying to call the campuses from an external phone will be calling one of the following numbers:

WINDSOR REGIONAL HOSPITAL – OUELLETTE CAMPUS

1030 Ouellette Avenue

Windsor, Ontario, N9A 1E1

General Information - 519-973-4444

Voice Activated Directory – 519-973-4411

WINDSOR REGIONAL HOSPITAL – METROPOLITAN CAMPUS

1995 Lens Avenue

Windsor, Ontario N8W 1L9

General Information – 519-254-5577

Voice Activated Directory – 519-254-1661

HÔTEL DIEU GRACE HEALTHCARE – TAYFOUR CAMPUS

1453 Prince Road,

Windsor Ontario N9C 3Z4

General Information – 519-257-5111

Voice Activated Directory – 519-257-5100

If someone happens to call the wrong campus our staff will do their best to redirect the call “behind the scenes” rather than have people call back.

On October 1, 2013, the following are emergency and stat call numbers:

WINDSOR REGIONAL HOSPITAL – OUELLETTE CAMPUS

- Emergency Codes – Extension 555

WINDSOR REGIONAL HOSPITAL – METROPOLITAN CAMPUS

- Emergency Codes – Extension 3333
- STAT Calls – Extension 4444

HÔTEL DIEU GRACE HEALTHCARE – TAYFOUR CAMPUS

- Emergency Codes – Extension 3333
- STAT Calls – Extension 4444

On October 1, 2013 for information pertaining to Nursing Stations, Department Locations, Fax Numbers and Telephone Extensions, please visit the Windsor Regional Hospital and Hôtel-Dieu Grace Healthcare Intranet sites.

Prior to October 1, 2013 all staff relocating will receive a letter providing location of office, room number, telephone extension and guidelines to change existing and new voice mailboxes.

At a later date, the Ouellette campus will be required to move to 5 digit extensions for all phones. We will be making this as simple as possible by adding a common number to the current extensions. Again, this is a necessary step for us to get to the ultimate goal of one phone number for all patients and families to call any of the three Hospital campuses. This change will occur in the future with appropriate advance communication and notice.

If you have any questions with respect to these changes, please contact a member of the Telecommunication Team, Linda Campeau at 519-792-0449, Alison Anderson at 519-999-0627, Randy Levac 519-995-6870 or Shelley Cole at 519-890-4807.