

Temiskaming Hospital

April 15, 2009

The Communications Department at Temiskaming Hospital

The main reception desk is the first point of contact for many people seeking services from Temiskaming Hospital. The group of staff working in this area carry out a number of different tasks in a very fast paced and demanding environment.

One very important role of the staff in this department is to transfer callers. If you know the extension or room and bed number of the person you are wishing to speak to, you can call 647-1088, then the extension number or room and bed number and you will be transferred directly without ever having to go through the main switchboard. If you do not know the number of the person you are trying to reach, you can call our main telephone number (647-8121) and the receptionist will transfer your call.

Registering patients for hospital services is another important job of Communications staff. To make their job easier and your wait shorter, please have your green Temiskaming Hospital card and your Ontario Health Insurance Card ready.

Privacy was recently identified as an issue at the front desk in that patients are lined up within close proximity to one another. For this reason, a sign, asking you to stay behind it until it is your turn, has been placed next to the hand washing station. This very simple idea will go a long way to respecting and protecting your privacy.

Being a 24/7 service, a number of alarms and monitors are located at the main reception desk so that someone will hear them and respond to them whenever they are triggered.

This group of staff also serve as guides, providing directions to people that are looking for patients' rooms, physicians' clinics, or meeting rooms within the hospital.

Eight full-time and part-time staff work in this busy area meeting the communication needs of patients, visitors, other employees, doctors, and local residents 24 hours per day, 7 days per week, 365 days per year.



Temiskaming Hospital
(705) 647-8121
www.temihosp.on.ca

Visiting Hours:

- 10:00 a.m. to 8:00 p.m. for medical patients, surgical patients and Long-Term Care patients;
- 2:00 to 4:00 p.m. and 6:00 to 8:00 p.m. for obstetrics patients;
- Visitors to the Special Care Unit (SCU) are restricted to immediate family and/or significant other(s).