

HURON PERTH HEALTHCARE ALLIANCE

FOR IMMEDIATE RELEASE

March 14, 2017



Improving the Experience for Outpatients at HPHA *New Location for Outpatient Clinics at Stratford General Hospital*

Beginning March 27, 2017, a number of Outpatient Clinics at the Huron Perth Healthcare Alliance – Stratford General Hospital will be operating in a new space.

In total, 14 different clinics will now be located on the first floor of the West Building, instead of being scattered throughout the hospital. This move means that patients will use the new West Building Entrance, accessed from West Gore St., versus the Main Lobby Entrance.

“Relocating most of our outpatient clinics to the first floor of the West Building allows us to improve flow and use of our resources,” says Anne Campbell, Vice President Partnerships & Patient Experience. “This is more than just cosmetic; we are providing a smooth and streamlined outpatient experience for our patients.”

This move has involved much planning and collaboration between departments, including an updated process for Patient Registration, which has also relocated to the West Building entrance. Design of the area, using the existing building’s footprint, included detailed planning among staff, physicians, volunteers, patients, family caregivers and administration over the past two years.

“The goal of the planning team involved enhancing patient privacy, improving patient and staff experience and fostering team-based collaboration,” adds Campbell.

Patients coming to Stratford General Hospital for the following outpatient appointments between 7:30 am and 5:00 pm, Monday to Friday, should enter through the West Building Entrance.

- Allergy
- Antenatal
- Bone Density
- Cardiorespiratory
- Diabetes Education Clinic
- Echocardiogram
- EMG
- Hand Therapy
- Internal Medicine
- Laboratory
- LRCC Cancer Clinic
- MRI
- Nuclear Medicine
- Orthopedic Clinic
- Pediatric Diabetes

- Pulmonary Function Test
- Stress Test
- Stroke Prevention Clinic
- Yag Laser

Upon entering the West Building patients will register at Patient Registration which is right inside the door. Once registered, patients will be directed to a waiting room. Quick drop off is available under the canopy and parking is available in Lot E.

Patients attending appointments that are not listed above, or that are scheduled outside of Patient Registration operating hours, are advised to continue to use the Main Lobby entrance to the hospital which is accessible from either Cambria St. or West Gore St. This includes appointments that take place in the East Building such as X-Ray, Ultrasound and Surgical Services.



Staff and volunteers involved in the planning of the West Building Outpatient Clinics pose for a photo in front of the new Patient Registration area. From left to right: Catherine Shackleton, Project Assistant; Michelle Carter, Project Manager; Brittany Fugard, Patient Registration Clerk; Carrie Mills, Manager Patient Registration; Melanie Sabino, Project Manager; Anne Campbell, Vice President Partnerships & Patient Experience; Claire Trachsel, Patient Registration Clerk & Kay Mailloux, Patient Registration Volunteer



For more information please contact:

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MEDIA INVITE: WEST BUILDING CLINIC MEDIA TOUR

EVENT DATE: MARCH 22, 2017

1:00 PM

STRATFORD GENERAL HOSPITAL – MEET IN MAIN LOBBY

Members of the media are invited to tour the updated West Building Outpatient Clinic area at 1:00 pm on March 22, 2017. This tour will be facilitated by Anne Campbell, Vice President Partnerships & Patient Experience. There will be a chance to take photos.

To RSVP to this event please contact Amanda Dobson at amanda.dobson@hpha.ca or via telephone 519-272-8210 ext 2435 by March 20, 2017.