

**To:** All Staff and Physicians  
**From:** Jennifer Sheils, Chief Information Officer  
**cc:** Stefan Poziomka, Regional Manager Enterprise Telecommunication Services  
Tim Calvert, Regional Director of Information Technology  
**Date:** Sept. 17 2020  
**Re:** **Patient telephone service**

## **Telephone fees for hospital patient services will be reinstated effective Sept. 28**

Horizon has received notification from Bell Aliant that it will now be reverting to a pay-as-you-go format for all inpatient phone lines beginning Monday, Sept. 28.

In the interim, Bell Aliant has confirmed that free service is being reactivated for patients whose bedside phone lines were disconnected in error by the utility last week ([Bulletin #70a – COVID-19 – Patient Telephone Service – Sept. 10 2020](#)).

This will allow staff an appropriate amount of time to communicate the incoming change to patients prior to Sept. 28.

Fees for inpatient phone services were waived on March 26 ([Bulletin #13c – COVID-19 – Hospital Patient Phone Service – Mar 27 2020](#)).

Once the change takes effect, inpatients wishing to activate their telephone will need to follow the regular process.

While we regret not being able to continue this service for our patients, we do appreciate the cooperation of our service provider on this matter.