

MEMORANDUM

TO: Facility Leadership and Staff

FROM: Hanushya Tiwari

DATE: December 15th, 2025

SUBJECT: Scheduled Access Layer Switches Maintenance Notice – QEH – January 21st, 11 PM – 2 AM

Outage Date: January 21st, 11 PM – 2 AM

As part of the Modernizing Health Care Connectivity (MHCC) project, we'll be upgrading network equipment in specific areas of QEH. This will cause temporary network outages in the following location:

Affected Areas at Queen Elizabeth Hospital:

List of affected areas (Main level - located on back hall near OR)

- Nutrition Services
- Special Testing
- Operating room
- Operating room staff
- Physical Medicine
- Pastoral Care
- Eye surgical suite
- Pre-Surgery
- Pharmacy
- ITSS EUC Office
- Dietician Office
- Biomed Staff
- Morgue
- Medical Records
- Volunteer Services
- Maintenance
- Diagnostic Imaging

*** Wireless on lower level in Biomed & surrounding area ***

*** Wireless on main level in L&D, OR & ICU ***

List of affected areas (Main level - located outside Same Day Surgery)

- Same Day Surgery

- OR
- HCM

What to Expect:

- All Health PEI networks (wired & wireless - anything that relies on connectivity, Internet, Cerner) will be unavailable in these areas during the outage window.
- Computers and devices connected to the Health PEI network will lose access to applications, data, and resources.
- Please use downtime procedures until your area is informed that service has been restored. Email communications will be distributed as soon as areas are completed.
- If there are any issues faced during the outage, please get in touch with Moeed Khan, and he can engage in appropriate resources.

After the Outage:

- ITSS will check and confirm network connectivity.
- Desk side support will be done by onsite hospital desk top techs.
- ITSS will continue to monitor the network environment on site the next day should issues arise.
- A follow-up report will be shared.

If you face any issues, post-maintenance, please restart your device. If issues persist, please contact the Service Centre as per standard procedure on 902-620-3600.

Thank you for your patience as we work to improve our network infrastructure

If you have any questions or concerns, feel free to contact edmalone@ihis.org, moeedkhan@gov.pe.ca or htiwari@ihis.org