

16 Garfield Street
PO Box 2000, Charlottetown
Prince Edward Island
Canada C1A 7N8

16, rue Garfield
C.P. 2000, Charlottetown
Île-du-Prince-Édouard
Canada C1A 7N8

MEMORANDUM

TO: Facility Leadership and Staff

FROM: Hanushya Tiwari

DATE: October 23rd 2025

SUBJECT: Scheduled Access Layer Switches Maintenance Notice – QEH - November 19th,

Outage Date: November 19th, 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 locations:

Affected Areas at Queen Elizabeth Hospital:

The following areas are impacted:

- Units 1-9 (All Units)
- Infection Control
- Classroom G
- ICU/CCU: Critical Care
- Admitting Records
- Labour & Delivery (L&D)
- Nutrition Services
- Pastoral Care
- ITSS EUS Office
- Pharmacy
- Staffing Office Room
- Telecommunications
- Doctor's Lounge
- Physical Medicine

What to Expect:

- All Health PEI networks (wired & wireless) 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