

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 2nd, 2025

SUBJECT: Scheduled Access Layer Switches Maintenance Notice – QEH

Outage Date: October 22nd, 11 PM – 5 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:

Queen Elizabeth Hospital

- Diagnostic Imaging
- Cancer Treatment Centre (minimal impacts)

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 outage, please get in touch with Mike Wynne, and he can engage appropriate resources.

After the Outage:

- ITSS will check and confirm network connectivity.
- On-site monitoring will continue the next day.
- A follow-up report will be shared.

If you face any issues, post-maintenance, please restart your device. If issues persist, please contact 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 mgwynne@gov.pe.ca or htiwari@ihis.org