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For more information
contact:

**Todd Stepanuik**
President & CEO
519 245-5295, #5592

or visit our website:

[www.mhalliance.on.ca](http://www.mhalliance.on.ca)

MEDIA RELEASE

For Immediate Release

***New Information Desk at SMGH***

**(Strathroy, ON) –** Strathroy Middlesex General Hospital (SMGH) front lobby is getting a facelift! Contractors are currently building a new information desk.

When patients enter the hospital, they are usually looking for someone to provide them direction to appointments, or direction to find their loved ones. “Volunteers greet patients and visitors in the front lobby from Monday to Friday, 9 am to 4 pm,” says Meg Sattin, MHA Volunteer Coordinator. “Having a friendly face to greet them upon arrival is a great comfort and helps to alleviate anxiety.”

“I live alone, and volunteering allows me to be out meeting people, giving them whatever assistance I can, and to give back for all the care and help I received when my husband Charlie was so ill,” says Volunteer Joyce Seed. “I think we are very fortunate to have this hospital and the medical staff and  I hope that the little I do makes life a little easier for all of them, and in some way for patients and families. I think in today’s world we all need to remember to give back a little each day.”

The existing information desk does not meet current accessibility standards for volunteers working at the desk as well as for patients and visitors using the service. Ryan Whitney, Manager, Facilities & Maintenance Services states, “The reason for the reconfiguration of the information desk is that studies have shown that visiting the hospital for appointments can cause anxiety for patients and loved ones. Putting the information desk front and centre will assist visitors as soon as they enter the hospital which may help to alleviate some of this stress and anxiety.”

Currently when you enter the hospital, you will notice a section of the lobby has currently been partitioned off by the contractors to contain construction dust and materials during construction. Other than some minor noise, there should be no impact for our volunteers, patients, visitors and staff.

This construction is scheduled to e completed by mid February.

We thank everyone for their patience during the renovation.

About MHA:

The Middlesex Hospital Alliance (MHA) is comprised of two fully accredited partner sites: Four Counties Health Services and Strathroy Middlesex General Hospital.

A progressive, team-oriented and technologically adept organization of excellence, the MHA is creating a more integrated and seamless approach to treatment by embracing and seeking out partnerships, through collaboration and investing in people. This coordinated approach helps to ensure that a high level of service is provided while reducing costs and continually enhancing quality.

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