



## **Mackenzie Health adopts “smart” technology to improve patient experience and care at the bedside**

**Richmond Hill, ON (April 11<sup>th</sup>, 2019)** – Today, Mackenzie Health announced a major milestone for Mackenzie Richmond Hill Hospital and Mackenzie Vaughan Hospital, which is currently under construction and set to open in late 2020. A new partnership with Canada’s leading health care solutions provider FlexITy will deploy “smart” digital health technology from GetWellNetwork® through an integration with Mackenzie Health’s electronic medical record. GetWell Inpatient’s patient engagement technology delivers personalized health support at the bedside – helping patients understand their condition, learn about medications, control their environment, prepare for discharge and more. This technology will be in place at Mackenzie Vaughan Hospital in late 2020. Plans to implement some features gradually at Mackenzie Richmond Hill Hospital will occur after 2020.

This is the first use of GetWell Inpatient™ in a Canadian health care environment. For example, a patient admitted for a hip replacement will automatically be assigned educational content about their specific procedure, the medications they have been provided and the next steps before they are discharged from the hospital. Patients will also have access to their appointment list and an electronic whiteboard that provides information on their care team, their medication schedule and the goals for recovery. During their stay, each patient will be able to order their meals and control the temperature and lighting within their room without having to call a nurse. Digital signage displays outside of each clinical room entrance will provide exact knowledge of a patient’s status (i.e. fall risk) for clinical staff or family members and visitors.

“This exciting announcement is a key step forward on our ‘smart’ hospital vision and ensuring we’re providing our community with exceptional health care that makes a significant difference,” says Mary-Agnes Wilson, Executive Vice President, Chief Operating Officer and Chief Nursing Executive, Mackenzie Health. “Patient-centred technology helps health care providers create a seamless care experience, all the while supporting recovery and education right at the bedside.”

For health care professionals, it means spending less time filling out paperwork, locating equipment and more time for patient care. For patients, it means more control, increased convenience, deeper knowledge, and a better experience – unlocking a world of choice. FlexHealth-Powered by FlexITy with GetWell Inpatient will be available on Mackenzie Vaughan

Hospital's opening day and located in every patient room through smart TVs and bedside tablets.

“One of the biggest opportunities with this technology solution is the level of control and independence we can give directly to patients,” says Richard Tam, Executive Vice President and Chief Administrative Officer, Mackenzie Health. “The ‘smart’ pathways and intelligence we’re building into this technology will unlock a world of choice for all patients and families.”

Mackenzie Vaughan Hospital will be Canada’s first “smart” hospital, featuring devices and information systems that communicate with each other to anticipate the needs of patients and health care providers. The 1.2 million sq. ft. hospital will provide 350 patient beds with the ability to increase capacity to 550 beds. As the first new hospital in York Region in more than 30 years, it will join Mackenzie Richmond Hill Hospital, alongside Mackenzie Health’s community-based locations, in providing access to state-of-the-art health care to residents.

“FlexHealth-Powered by FlexITy and its ecosystem partners, is proud to be the first provider to deliver smart health care innovations such as GetWellNetwork’s flagship solution,” states Peter Stavropoulos, President and CEO, FlexITy. “GetWell Inpatient, the workhorse of GetWellNetwork’s integrated suite of solutions, engages and empowers patients and families to actively participate in their care. Packed with prescribable education on procedures, conditions and medications, the innovative technology supports Mackenzie Health in delivering dynamic, personalized care and in real time to create a superior patient experience. It is our honour to once again collaborate with Mackenzie Health, who has always been an innovator with digital health advancements.”

- 30 -

### **About Mackenzie Health**

Mackenzie Health is a dynamic regional health care provider which includes the existing Mackenzie Richmond Hill Hospital and the future Mackenzie Vaughan Hospital, as well as a comprehensive network of community-based services. In March 2017, the organization received its second consecutive award of Accreditation with Exemplary Standing from Accreditation Canada for its commitment to safety and quality patient care. This is the highest rating a Canadian health care provider can receive. Guided by a vision to create a world-class health experience, Mackenzie Health has an unrelenting focus on the patient and is dedicated to patient needs now and in the future. With over 500,000 residents in Southwest York Region, Mackenzie Health is proud to serve one of the fastest growing and most diverse communities in Canada. For more information, please visit [mackenziehealth.ca](http://mackenziehealth.ca)

### **About FlexITy**

FlexITy is an award-winning integrator of smart technology and service solutions, built on powerful and digitally advanced secure platforms, and delivered with decades of IoT expertise and services. FlexHealth-Powered by FlexITy, is a suite of patient-centric solutions that

integrate interactive mobile applications, secure health IT and data and optimize health care management. FlexHealth engages patients and families, empowers clinicians and delivers outcomes that matter.

**Media contact:**

Michelle Stegnar  
Senior Communications Consultant, Mackenzie Health  
905-883-1212 ext. 7484 | [michelle.stegnar@mackenziehealth.ca](mailto:michelle.stegnar@mackenziehealth.ca)

Nympha Lee  
Director of Marketing and Communications, FlexITy  
905-787-3665 | [nympha.lee@flexity.com](mailto:nympha.lee@flexity.com)