

Public Frequently Asked Questions

QEII Halifax Infirmary Entrance, Parking and Service Changes

ENTRANCE CHANGES

What are the entrance changes happening at the QEII Halifax Infirmary?

- Starting Aug. 26, the main entrance to the Halifax Infirmary will be at 1796 Summer St., across from the Summer Street parkade. Patients and visitors will no longer have access to the Halifax Infirmary via the Robie Street entrance.
- Shoppers Drug Mart, Central Registration and self-registration kiosks will be relocated from the Robie Street lobby to the Summer Street lobby.

Why are the entrance changes necessary?

- As part of *More, Faster: The Action for Health Build*, the QEII Halifax Infirmary Expansion Project is putting in place a modern and cutting-edge facility that will ensure Nova Scotians have the care they need and deserve for generations to come.
- The Robie Street entrance and lobby will be demolished this Fall. Entrance changes at the QEII Halifax Infirmary are an essential part of preparing for the construction of the new acute care tower, which will feature 216 beds, 16 operating rooms, an intensive care unit and a new, larger emergency department.

How can I stay informed about ongoing changes and construction updates?

- Regular updates will be provided through our website nshealth.ca/qe2redevelopment, and social media channels. Signage and wayfinding around the hospital will also be updated to reflect the changes.
- For construction updates, visit BuildNS.ca/healthcare/HIEP.

How will these changes/construction activity impact hospital operations?

- We are working to minimize disruptions to patients and staff as much as possible. Site work will be coordinated closely with hospital operations to ensure that the work being done on site is not affecting the quality of care being provided by our healthcare teams.

Will help be available for patients and visitors to navigate the new entrance changes?

- Yes, there will be new signs, wayfinding resources, and volunteers to help patients and visitors to find their way.

PARKING AT HALIFAX INFIRMARY

Where will patients and visitors park now that the Robie Street parkade is closed?

- Patient and visitor parking will be at the Summer Street parkade, located 1797 Summer St., as the Robie Street parkade will be closed on Aug. 26 for demolition this Fall.

- Accessible parking spaces are available in the Summer Street parkade, and at the main entrance on Summer Street. There are additional accessible spaces at the temporary ED drop-off and parking on Robie Street.

Will there be help available for patients and visitors to navigate the parking changes?

- Yes, signage will be in place to help patients and visitors navigate the changes to parking.

Why is the Robie Street parkade no longer in use?

- The footprint of the new acute care tower includes the current location of the Robie Street parkade. The parkade is scheduled for demolition this Fall to make way for the new healthcare facility, which will feature 216 beds, 16 operating rooms, an intensive care unit and a new, larger emergency department.

When is the Robie Street parkade closing?

- The Robie Street parkade will be closed permanently on Aug. 26. Demolition will begin in the Fall.

EMERGENCY DEPARTMENT DROP-OFF AND PARKING

What changes are happening to the emergency department (ED) entrance and parking?

- The building entrance to the emergency department will not change, but a new, temporary driveway for the drop-off and ED parking is shifting slightly north on Robie Street. Overflow parking will now be at the Summer Street parkade.

When will the new ED entrance on Bell Rd. be open?

- The new ED entrance on Bell Rd. will open later this Fall.

Is there a shuttle service available?

- Yes, a shuttle service is available to patients travelling between the Halifax Infirmary and the Victoria General campus of the QEII. For more info on the free shuttle visit our website NSHealth.ca/QE2Redevelopment

How will the parking changes affect accessibility for those with disabilities?

- Accessible parking spaces are available in the Summer Street parkade, and at the main entrance on Summer Street. There are additional accessible spaces at the temporary ED drop-off and parking on Robie Street

SERVICES

How will patients find the services that were located just inside the Robie Street entrance?

- The lobby just inside the main entrance on Summer Street features a new central registration desk and self-registration kiosks, and a retail pharmacy (Shoppers Drug

Mart). New signs and volunteer resources are in place to support wayfinding to the clinics located on the Robie Street side of the hospital.

Will there be help available for patients and visitors with mobility issues?

- If you rely on a mobility device such as a walker or wheelchair, make sure to bring it with you. The Halifax Infirmary also has Staxis (push wheelchairs) available to you on every floor of the Summer Street parkade, by the elevators – and in the Summer Street entrance lobby.

How can I find a cup of coffee/snack with the closure of the Robie Street coffee shop?

- Food and beverages will continue to be available at the Summer Savory cafeteria located on Level 2, as well as at the Veterans Memorial Building cafeteria. Summer Savory is open seven days a week from 7 a.m. to 11 p.m. New signs and volunteer resources are in place to help patients, visitors, staff and physicians find their way.

Will there be any changes to the availability of hospital services during the construction period?

- At this time, we don't anticipate any additional changes to services. We are working to minimize disruptions and ensure that patient care is not affected.

GENERAL QUESTIONS

Why is this expansion necessary and what are the benefits?

- Several factors drive the need for expansion:
 - **Growing Population:** The Halifax region's population has increased, leading to higher demand for healthcare services.
 - **Aging Infrastructure:** Some existing facilities are outdated and no longer meet modern healthcare standards. This expansion will enable services to be relocated from aging facilities, including the VG and Dickson Centre, to new, state-of-the-art buildings and renovated program spaces.
 - **Clinical Excellence:** The expansion will allow for better patient care, improved clinical outcomes, and enhanced research capabilities.
 - **Benefits:** This expansion will help reduce wait times, improve diagnostics and streamline workflows to directly benefit patients, families and community.

What are the key components of the expansion?

- As part of Wave 1, the expansion will include:
 - **A new Inpatient Tower:** A state-of-the-art tower with additional beds, operating rooms, and specialized units.
 - **Diagnostic and Treatment Facilities:** Upgraded diagnostic imaging, laboratories and treatment spaces.
 - **Expanded Emergency Department:** A larger and more efficient emergency department to handle increased patient volumes.

How are you communicating the entrance changes with the public?

- In collaboration with Government of Nova Scotia and Build Nova Scotia, Nova Scotia Health is launching an eight-week awareness campaign that includes: media outreach; video on social media and web; broadcast, print and digital ads; community post cards and emails to stakeholders and patients; website updates and frequently asked questions; brochure with a map, new signage, posters and pop up banners.