

INTRODUCING YOUR HOSPEDIA BEDSIDE TV & PHONE SYSTEM

Most beds in hospital have a **Hospedia bedside TV, phone and entertainment system** to help make your stay as comfortable as possible.

BEDSIDE TV & PHONE SERVICES OFFERED *

TV, Movies and incoming/outgoing phone services available on all bedside units; other services include:

- FREE TV typically 8am-12noon, channels 1-5/ Kids wards FREE TV typically 7am-7pm, all channels
- FREE phone calls to 01, 02, 03 numbers / FREE radio
- Up to 29 TV channels / Sky Sports / Over 50 new and classic movies
- Internet / Audiobooks / Puzzles
- Information services / Surveys and feedback

** Services may vary by hospital and by ward – see bedside unit for actual services available.*

GETTING STARTED / CREATING YOUR BEDSIDE ACCOUNT (for free and paid services)

Before arriving in hospital

- Call 0345 414 1234 to pre-register and add credit in case you don't take any means of payment in with you

At the bedside by

- Following on-screen prompts or
- Lifting handset to speak to a Hospedia advisor or
- Calling 0345 414 1234 from a mobile

WAYS TO PAY

Credit/Debit card, cash (smartcards available in vending machines around hospital) or via the Hospedia mobile app (see MOBILE APP below)

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- Call 0345 414 1234 to pre-register and add credit in case you don't take any means of payment in with you

At the bedside by

- Following on-screen prompts or
- Lifting handset to speak to a Hospedia advisor or
- Calling 0345 414 1234 from a mobile

MOBILE APP

The new Hospedia app for iOS and Android devices, helps manage the patient's bedside account, call the bedside, see if patient moves beds, add credit, buy entertainment packages and receive notifications. The Hospedia app can be downloaded anytime but the link to the patient's bedside unit and account must be activated from the bedside unit or by calling a Hospedia advisor from the bedside or on 0345 414 1234.

CHARGES

- Calls to mobiles cost 25p/min
- Incoming calls cost 50p/min and may include additional network charges
- Entertainment service charges vary by content and duration to suit your stay and start from £5 per day.

USEFUL NUMBERS and LINKS

- Hospedia Helpline 0345 414 1234
- <http://www.hospedia.co.uk/patients-and-visitors.html>

