



# Patient Bedside TV Service

## Frequently Asked Questions & Information Sheet

### Q: How do I rent Patient Bedside TV Services?

Patients and family members can rent Bedside Patient TV Service in one of three ways:

<p><b>1</b> <i>24/7</i> <b>Directly on TV</b></p>  <p>Select the "TV Channels" icon on the homepage, then touch the "Rental Package" icon in the top left corner of the screen, and follow the prompts to complete your rental.</p>	<p><b>2</b> <i>24/7</i> <b>Online or Mobile</b></p>  <p>Visit <a href="http://www.locmedical.com">www.locmedical.com</a> and select the "TV Rental" icon at the top of the webpage, and follow the prompts to complete your rental.</p>	<p><b>3</b> <b>Call Center</b></p>  <p>Call <b>1.800.263.1113</b> and select option-1 during business hours to speak to a LOC Medical Customer Support Team Member who will help you complete your rental</p>
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### Q: How much does Patient Bedside TV Service cost?

Patient Bedside TV Services are priced by the day. NHH offers a 25% discount when you rent 7 days of service in advance. Rental rates are noted in the Rental Package on the TV or on the LOC Medical website. Any unused, paid days are fully refundable.

### Q: What do I do if something goes wrong, or I have a question?

LOC Medical's goal is to provide all patients with an excellent user experience. If you experience any issues with your services, have any questions you would like to ask, or have any feedback that you want to share, please contact our call center at 1.800.263.1113 and select Option-2 or email [support@locmedical.com](mailto:support@locmedical.com)

### Q: What Channels does LOC Medical offer when I rent?

CH.	STATION	CH.	STATION
2	 EPG	26	 Showcase HD
3	 CBC Peterborough	27	 Dtour HD
4	 CTV Toronto HD	28	 Game Show Network HD
5	 Global Toronto HD	29	 CTV Drama Channel HD
6	 Citytv Toronto HD	30	 CTV Sci-Fi Channel HD
7	 CTV Two Toronto HD	31	 History HD
8	 OMNI Toronto HD	32	 Country Music Television
9	 CHCH Hamilton HD	33	 Vision TV HD
10	 NBC Boston HD East	34	 TSN HD
11	 ABC Boston HD East	35	 TSN2 HD
12	 CBS Boston HD East	36	 TSN 4 HD
13	 Fox Boston HD East	37	 Rogers Sportsnet Ont.
14	 PBS Boston HD East	38	 Sportsnet 360 HD
15	 YES TV Burlington	39	 Outdoor Life HD
16	 E! Entertainment HD	40	 Disney Junior HD
17	 TVO	41	 Disney XD HD
18	 CBC News Network HD	42	 Teletoon HD
19	 CP24 News Toronto HD	43	 The Weather Network
20	 CNN HD	44	 ICI Toronto
21	 HLN Headline News HD	45	 TVA Montreal HD
22	 Discovery HD	46	 RDI HD
23	 HGTV HD	47	 AMI-tv HD
24	 Food HD	48	 CPAC ENG - HD
25	 A & E HD	49	 CPAC FRN - HD