

LONDON HEALTH SCIENCES CENTRE'S BET ON MAZEMAP IS RESHAPING HOSPITAL NAVIGATION IN ONTARIO



London Health Sciences Centre (LHSC) is one of Canada's largest research and teaching hospital networks, with around 104.25 acres to navigate between its major sites, University Hospital and Victoria Hospital. In London, Ontario, Canada, LHSC serves as a regional leader in advanced care, medical education and research.

THE BREAKTHROUGH SOLUTION

LHSC partnered with MazeMap to implement an interactive visualization platform that delivers dynamic indoor navigation across its two hospitals. Patients, visitors, volunteers, and staff can now access digital maps through mobile devices or onsite kiosks with the ability to preview directions from home before their hospital visit.

Key platform features include:



Custom Views

Separate staff and patient map configurations ensure clarity, privacy, and appropriate access.



Kiosk-Integrated Wayfinding

Touchscreen stations at hospital entrances offer on-the-spot guidance.



Volunteer and Staff Empowerment

With this additional tool, volunteers and staff can now guide patients using reliable digital maps, increasing their level of service excellence.



Remote Access

Patients and visitors can review hospital layouts and directions online before arriving, reducing anxiety and late arrivals.



Foundation for Integration

Future integrations are possible with Oracle Health (Cerner) and Connexall to streamline workflows and notifications.



Asset Visualization (Planned)

The platform is being explored as a visual layer for locating vital hospital equipment.

THE CHALLENGE

Navigating LHSC's large hospitals can be a source of stress for patients, families, volunteers, and staff. Traditional signage was insufficient for such large, multi-building sites.

LHSC needed a solution that could:

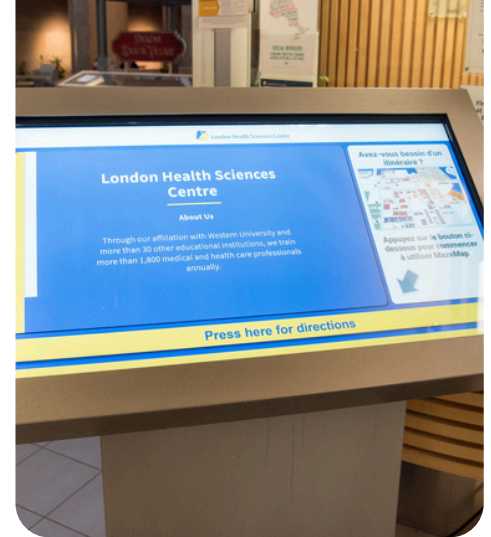
- Help patients and families navigate more confidently.
- Give staff the confidence to offer wayfinding assistance to patients and visitors.
- Be a complementary tool to allow wayfinding volunteers to offer more meaningful, proactive service.
- Lay the foundation for digital integrations across hospital systems.

"What stood out to us is how flexible and collaborative MazeMap has been. This wasn't just a plug-and-play solution; it's a platform we've been able to shape together, with dedicated support for our internal teams, signage, and volunteers. It's helping us think beyond maps and into smarter, more connected hospital systems."



- Derek Motloch

Director, IT Operations,
London Health Sciences Centre



WHAT USERS GET FROM MAZEMAP

MazeMap's value is experienced differently by each group, but the outcomes are shared:



Patients

Patients benefit from reduced stress, fewer missed or delayed appointments, and the ability to plan their visit ahead of time.



Staff

Staff save time navigating large facilities and workflow coordination.



Volunteers

Volunteers gain a reliable tool that allows them to provide faster, more accurate assistance allowing them to focus on higher-impact patient interactions.



Visitors and families

Visitors and families can find their way more easily without relying solely on information desks or signage.

Why It Matters

Unlike typical technology rollouts, LHSC's MazeMap implementation involved close collaboration across departments including IT, Communications and Public Engagement, Patient Experience, Facilities Management, and Volunteer Services.

The result is a solution that's not just technically functional but deeply informed by real-world use cases.

LHSC's model now serves as a potential blueprint for healthcare organizations across North America looking to digitize their hospitals while keeping people, not just infrastructure, at the center of the experience.



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