

# Patient Education



## Emergency Department (ER)

The Emergency Department serves community needs 24 hours a day, 7 days a week. **Patients who require immediate attention will be seen first. Thank you for your patience.**

### What to bring every time you visit

- Your Health Care
- All of your medications (in their original containers) including non-prescription medication.  
AND / OR
- An up-to-date list with the strength and time you take them.

### What is Triage?

- The triage process helps us identify people who need **urgent** care.
- **Triage is an interview with a registered nurse to decide how urgent your medical need is.**
- **This allows the most serious patients to be seen first.**

### Goals of Triage

- ✓ The right patient
- ✓ In the right place
- ✓ At the right time
- ✓ With the right health care provider

### Why am I waiting?

- The doctor sees patients based on how urgent their medical need is. Sometimes patients who arrived after you will be seen first.
- Patients arriving by ambulance often need immediate care. You may not see these patients arrive.

**'West Parry Sound Health Centre CARES'**

**Compassion • Accountability • Rights & Responsibilities • Excellence • Safety**

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## Wait times

- Patients who require immediate care may arrive without notice. This makes it hard to estimate how long you may have to wait.
- **Thank you for your patience.**
- **We do not give medical advice or wait times over the phone.**

## While you wait

- **Patients can use free internet access while waiting.**
- **Look on your wrist band for the user name and password.** If a volunteer is available, they can help you.
- **A computer and children's play area is available in the waiting room.**
- **An Automated External Defibrillator (AED) is available to view training videos.**

## Seasonal Changes

- The Emergency Department is busiest during the summer.
- During the summer months, the Emergency Department provides a, "Non Urgent Care Clinic" for less serious medical needs.

## Non Urgent Care Clinic (NUCC)

- The clinic runs from the Canada Day long weekend (July) until Labour Day long weekend (September).
- The clinic is open for a limited time each day.
- You must see the triage nurse in the Emergency Department before the doctor at this clinic can see you.

## During your visit

- ✓ Tell the nurse if you were injured at work.
- ✓ Check with the nurse **before** eating or drinking anything.
- ✓ Return to the triage area if your condition changes.
- ✓ Only one person may come with you into the exam room, if the doctor or nurses allows them to.

## Our beliefs

- We believe everyone should be treated with fairness and respect.
- Safety of patients and staff is everyone's responsibility.

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**Abuse of any type will not be tolerated in the hospital.**

**If necessary, the staff will call security or police for assistance.**

## **Our Credo**

**'West Parry Sound Health Centre CARES'** – is based on the statement of values of:

- ✓ **C**ompassion.
- ✓ **A**ccountability.
- ✓ **R**ights and Responsibilities.
- ✓ **E**xcellence.
- ✓ **S**afety.

## **How to contact us**

- Any comments or concerns about your care can be sent in writing or by computer to our internet website.
- To use our internet website: Visit [www.wpshc.com](http://www.wpshc.com) and click on the “**Contact Us**” tab found at the top of the page.
- A member of our team will contact you as soon as possible.

## **Ontario's 24-Hour Telehealth Line**

- **All phone calls to the Emergency Department for medical advice are referred to:  
Ontario's 24-hour Telehealth Line  
1-866-797-0000**

## **Patients from Out of Province or Out of Country**

- Patients who are not from Ontario should ask about “Out of Province” or “Out of Country” costs at triage.
- When you see the triage nurse, ask if there will be any additional charges.
- Some items used in your treatment may not be covered by your health insurance.

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