

YOUR **EMERGENCY DEPARTMENT**

Oakville Trafalgar Memorial Hospital

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Your care begins when you arrive in the Emergency Department.



2



Your first check-in point is at the screening desk. Please have your health card ready.



3



You'll wait in the main waiting area until you are called into one of the triage/registration bays. A nurse will conduct your assessment. The registration process will be completed.



4



From there, you will be directed to one of the sub-waiting areas within the Emergency Department depending upon your care needs.



5



Blood work, x-rays or other diagnostics may be needed. You will be assessed by the physician.



6



Appropriate treatment is provided.



7



As directed by the physician, you will either be sent home or admitted to hospital. You may be asked to return the following day as per the physician's instructions.

If your condition changes inform the nurse immediately.

If you are thinking about leaving before you are discharged by the doctor, please talk with the nurse first to ensure your health and safety.

WHY YOU MAY WAIT

Our Emergency Department cares for people with a wide range of injuries and concerns. We are working to treat you as quickly as we can, however your wait time may be affected by patients experiencing more severe conditions.

Patients are assessed and prioritized using the Canadian Triage and Acuity Scale (CTAS), based on the patient's complaint and the signs and symptoms they may be exhibiting. For example, a patient experiencing chest pain will likely be seen by a physician before someone with a fracture or abdominal pain.

HEALTHCARE OPTIONS

The Emergency Department is for urgent, immediate and unscheduled healthcare services and is one of several choices to receive the care that you need depending upon the severity and urgency of your condition – learn more at www.ontario.ca/healthcareoptions or by calling Telehealth Ontario at **1-866-797-0000**.

MUTUAL RESPECT

At Halton Healthcare we strive to live our values of **Compassion**, **Accountability** and **Respect** in all we do. Verbal or physical abuse of patients, staff, physicians, visitors or volunteers will not be accepted. If you witness inappropriate behaviour, please immediately report it to hospital staff.

YOUR OPINION MATTERS

Please share your experience, compliments and concerns with us at patientrelations@haltonhealthcare.com and be sure to speak with the Nurse in Charge about any immediate concerns.

If your condition changes inform the nurse immediately.

