

IMPORTANT THINGS TO BRING

- (1) Your MCP card.
- (2) A list of the medications that you take, or the bottles containing your medicine and vitamins and other pills not prescribed by your doctor.
- (3) Any records you may have concerning your health.



CARE ABOUT YOUR HEALTH AND PLAN AHEAD

An ongoing relationship with a family physician is the best way to receive medical care.

Talk to your family physician about when you should use an Emergency Department.

If you are unsure and would like more information about your non-urgent medical problem, you can call the Healthline at 1-888-709-2929.

HealthLine will connect you with an experienced, registered nurse. It's available 24 hours a day, 7 days a week, 365 days a year.

What to expect using the Emergency Department



*Sir Thomas Roddick Hospital
Western Memorial Regional Hospital*



OUR VISION

The vision of Western Health is that the people of Western Newfoundland have the highest level of health and well being possible.



Western Health

EMERGENCY ROOM SERVICES

Western Health has two “Category A Emergency Departments” located at Western Memorial Regional Hospital in Corner Brook and Sir Thomas Roddick Hospital in Stephenville. Both Emergency Departments are open 24 hours a day to care for patients suffering from serious medical problems who are unable to wait to be seen by their family physician.

Specially trained doctors and nurses work as a team to provide the best possible care. Each of the Emergency Departments sees up to 150 patients per day making them very busy.

WHEN TO USE THE EMERGENCY DEPARTMENT:

Western Health Emergency Departments are here to care for the people in our community who have a life-threatening illness or injury.

When your need is urgent – we are there.

Emergency medical conditions may include:

- Any chest pain
- Difficulty breathing
- A sudden, severe headache
- Frequent vomiting and diarrhea
- Large cut or wound
- Suicidal thoughts
- Sudden confusion or weakness
- Possible broken bone

Non-urgent medical conditions may include:

- Minor cut
- Need for a prescription refill
- A cold
- Mild flu

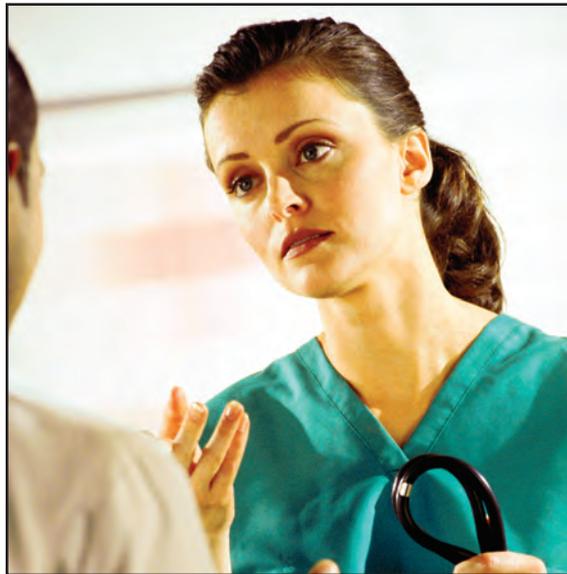
In these non-urgent cases, please contact your family physician, when possible.

TRIAGE

When you arrive at the Emergency Department, you will be assessed by a nurse who is skilled in triage, which is a system used to make sure the sickest patients are taken care of first.

The nurse will assess your condition as quickly as possible by talking to you about the reasons that you came for emergency care, your allergies and the medications that you take. The nurse will check your temperature, pulse and blood pressure and provide immediate care, when necessary.

Once you have seen the triage nurse, you may be taken immediately into the department, or asked to wait in the waiting room. This triage system allows patients to be seen according to the seriousness of their illness.



WHY IS THERE A WAITING TIME IN THE EMERGENCY DEPARTMENT?

The team works to provide quality care as quickly as possible. The most seriously ill patients are seen first even though they may come into the department after other patients.

There are many different types of rooms with specialized equipment needed for different medical problems such as the cast room or the surgery room (for stitches). In this case, arrangements must be made to free the room before this type of care can be given.

We appreciate your patience if you are required to wait. While waiting, if you have questions or you feel your condition has become worse, please let the triage nurse know right away. The triage nurse will also be checking with you regularly.

THE EMERGENCY DEPARTMENT TEAM

An Emergency doctor is responsible for the department and is on duty at all times. There may also be other doctors called residents. Residents have their medical degrees and can practice while they continue their training under supervision. Medical students supervised by other doctors may also be involved with your care. The nurses, nurse practitioners and doctors are assisted by other health care workers such as clerks, respiratory therapists, pharmacists, paramedics, social workers, and volunteers.