

### **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**



**Bonne Bay Health Centre  
Calder Health Centre  
Charles L. LeGrow Health Centre  
Rufus Guincharde Health Centre**



#### **OUR VISION**

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



## **EMERGENCY ROOM SERVICES**

Western Health has "Category B Emergency Departments" located at each rural health centre. These Emergency Departments are open 24 hours a day for care, with a physician on call after hours.

## **WHEN TO USE THE EMERGENCY DEPARTMENT:**

Western Health Emergency Departments are here to care for the people in our communities who have life-threatening illnesses or injuries.

### **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 primary care provider to book an appointment.**

**Non-urgent appointments may be booked for the outpatient department, visit, or a walk-in visit with the healthcare provider, Monday to Friday, 9:00 am - 5:00 pm.**

## **TRIAGE**

When you arrive at the Emergency Department, you will be assessed to make sure the sickest patients are taken care of first.

A healthcare provider 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. Your temperature, pulse and blood pressure will be checked. Immediate care will be provided, when necessary.

Once you have seen the healthcare provider, you may be seen immediately 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 in the emergency department, with specialized equipment needed for different medical problems such as the cast room or the procedure room (for procedures such as dressings).

Individuals in our waiting rooms may be there for many reasons; some are waiting for non-booked appointments, others have appointments.

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 one of the registered nurses know right away. A registered 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, pharmacists, paramedics, social workers, and volunteers.