

EMERGENCY DEPARTMENT Patient Guide



INFORMATION FOR PATIENTS & THEIR FAMILIES
in SEVEN OAKS GENERAL HOSPITAL'S EMERGENCY DEPARTMENT



SEVEN OAKS
General Hospital
A Winnipeg Health Region Hospital



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

IF YOU HAVE A CONCERN ABOUT YOUR CARE, you are encouraged to first talk to a member of your care team (nurse, doctor, unit manager, Health Care Aide, Registration staff or other care provider). These people are the most familiar with your situation and are likely in the best position to help you quickly. **You can also contact the Client Relations Office:**

Phone: (204) 632-3610

Mail: SOGH Client Relations

Fax: (204) 697-2106

2300 McPhillips Street

Email: www.sogh.mb.ca (choose 'Contact Us')

Winnipeg, MB R2V 3M3

Today Your Emergency Department Team Included:

Name of Practitioner	Health Profession



NOTES:

We understand that visiting an Emergency Department (ED) can be a stressful experience. We'd like to help make your visit as easy as possible by helping you understand what you can expect.

STEP ONE: THE INITIAL ASSESSMENT

On arrival at the ED you will see an emergency nurse called "the triage nurse". The triage nurse will ask you why you came to the ED, your name and birth date along with your brief medical history, a list of ALL current medications and allergies. The nurse will also take your vital signs (temperature, blood pressure and pulse).

This initial assessment tells the triage nurse how ill or how badly injured you are and how quickly you should be seen. If you feel worse later on please tell the nurse so your condition can be re-assessed.

The triage process also determines whether you will be seen in the main ED or the Minor Treatment Area. The Minor Treatment Area is for mobile patients with various entrance complaints who can be seen by a nurse practitioner. Sometimes you may be requested to don a mask for infection precautions.

Registration

During the registration process the registration clerk will ask you for important personal information including your address, phone number, emergency contact and the name of your family physician. Please ensure that this information is correct. You will also be asked for your Manitoba Health information.

Waiting to be Seen

We try to see every patient as soon as we possibly can. Emergency care is not first come, first serve. Some patients are more ill or injured and must be treated first, so other patients with less severe injuries or illnesses may have to wait. Patients may also have to wait if there is a large number of other patients.

PLEASE DO NOT LEAVE WITHOUT BEING TREATED. Should you decide to leave without being treated please talk to one of our staff members. We are concerned about the risks associated with leaving without being seen, and you may receive a follow-up call from Health Links to ensure you have found appropriate follow-up care.

While You are Here:

- ✓ If you are in pain, please tell the triage nurse who can assess your need for pain management.
- ✓ Talk to the triage nurse before having anything to eat or drink. You may need surgery or tests which require an empty stomach.

STEP 2: THE EXAM

Once you are taken into an exam room, a nurse may ask you more detailed questions about your health condition. The nurse may take your temperature and check your heart rate and blood pressure. The nurse may also need to take a blood sample, ask for a urine sample or start an IV.

An emergency physician, physician assistant or nurse practitioner will examine you and discuss your concern with you. Please take this opportunity to review your medications with us.

Additional tests or treatments may be ordered or another doctor (often a specialist) may be asked to see you. The doctor called in may be involved with another patient, be in surgery, or even at another hospital at the time. This means that you may have to wait until that doctor can see you. If required you may be assessed by other members of a multi-disciplinary team such as a physiotherapist, occupational therapist, home care, social worker or the Geriatric Assessment Team.

Tests and X-rays

Tests and X-rays assist the physician in determining the appropriate plan of care for you. Lab results typically take 1-2 hours, depending on the type of test. After you are seen, you may need to have tests or X-rays, or be seen by a specialist. We may ask you to wait in another room within the ED to allow the next patient's treatment to begin. (Some tests or procedures may need to be done at another hospital.)

You will be informed throughout all stages of assessment and treatment.

After a physician or nurse practitioner reviews your results he/she will develop a plan of care. This plan of care will be discussed with you. We encourage you to ask questions at any time regarding your care. Some illnesses and injuries may require you to be admitted to the hospital, transferred to another hospital or to follow-up with a physician in the community. If at any time you are concerned about treatment or delays, please ask your nurse or doctor.

- ✓ Check with the nurse before you go to the bathroom. You may need to give a sample.
- ✓ Do not leave the ED without talking to the nurse first.

STEP 3: LEAVING THE EMERGENCY DEPARTMENT

You will be given instructions prior to leaving the ED, including the name of the physician or nurse practitioner who treated you. If you do not understand any of the instructions, please ask us.

Before You Leave, Make Sure You Understand:

- ✓ Your diagnosis
- ✓ Treatment advice
- ✓ Prescriptions
- ✓ Anything else you might need to do at home

If being admitted or transferred to a different hospital, please send your valuables (including jewelry) home with a family member or friend.

Admission to the Hospital

Depending on your condition and physicians examination you may be admitted to the hospital and further information may be required from you.

Transfer to a Different Hospital

Depending on your treatment needs, you may need to be transferred to another hospital.

OTHER INFORMATION FOR PATIENTS & FAMILIES

Aboriginal Health Services

If you need the assistance of an Aboriginal Health Services Worker please ask the triage nurse.

Chaplaincy & Spiritual Care

Please ask the nursing staff for information regarding chaplaincy or spiritual care.



Code of Behaviour/Conduct

Patients, relatives and staff all want to be safe in the ED. Seven Oaks General Hospital has a policy of zero tolerance to violence. This means acts of violence, swearing, threats or verbal abuse will NOT be tolerated. Anyone who is violent or abusive will be asked to leave.

Food Services

Tim Horton's: Level 2 (Main Floor) by the Gift Shop
Open: 7 am–9 pm seven days per week

Fresh Cafe: at Wellness Institute; Level 2 (Main Floor); east end
Open: 8 am–9 pm Mon–Thurs; 8 am–8 pm Fri; 8 am–4:30 pm Sat & Sun

Salisbury House: Oaks Dining Room on Level 1
Open: 7 am–7 pm Mon–Fri; 8 am–4 pm Sat & Sun

Vending Machines are also available in the waiting room.

Language Services

If you need an interpreter please ask the triage nurse.

Parking

30 minute parking is available immediately outside the ED entrance. Hourly parking is available in Lot C (on the lower level, facing McPhillips Street).

Telephones

Telephones are available for patient use and it is your responsibility to contact family and friends about your condition. If you require assistance to contact a family member please ask for help. Public pay phones are available in the Minor Treatment Area.

Visitors

We understand and support your need for family and friends to assist you, but for safety reasons we can only allow one or two visitors with you in the ED treatment area at any time. Occasionally we may need to ask them to leave during your treatment.

Visitors must always respect the privacy and care of other patients. Children must be accompanied by a parent or care provider.



TALK TO US ABOUT YOUR EXPERIENCE

Help us understand your experience as a patient of our Emergency Department, so we can continue to work on improvements.

Please answer by checking the statement that most closely resembles your response:

- 1. During my hospital visit I was treated with courtesy and respect...
 - All of the time
 - Most of the time
 - Some of the time
 - Never

- 2. I felt like hospital staff listened carefully to me and my family/support person and considered our input in deciding my care...
 - All of the time
 - Most of the time
 - Some of the time
 - Never

- 3. Staff explained things to me in a way that I could understand...
 - All of the time
 - Most of the time
 - Some of the time
 - Never

- 4. Hospital staff talked to me about the help I would need and what I can do to care for myself, after I am discharged...

- Yes
- No

- 5. Is there something you would like to tell us about your experience at Seven Oaks' Emergency? (Please use the additional space available on the reverse if needed.)

Optional:

Name _____

Email _____

Phone _____

Best time to contact _____

- I would like someone to contact me about my comments

We continually strive to improve patient experience and value your input. Please take a few minutes to answer the following questions and submit them in the **Comments Box** located in the waiting room.

WWW.SOGH.MB.CA

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