

Your visit to the emergency room

Arrival

- Wash your hands using the antiseptic handwash from the dispensers.
- While in the waiting room, you must **wear a mask at all times and sit only in the marked seats**. You must remain in the assigned section.

Registration

- Confirm information in your file with the registration clerk.
- Sign the consent to care form to complete your registration.
- **If you want to leave before seeing the doctor, you must inform the triage nurse.**

Triage

Shortly after taking a number, you will be called by a nurse who will evaluate your condition and determine your priority based on the Canadian Triage and Acuity Scale. If at any time your condition changes, inform the triage nurse.

This evaluation is part of good medical practice to ensure quality care, and it allows detection of the most urgent cases that require immediate intervention.

The triage nurse may, depending on her assessment, initiate diagnostic tests (blood work, x-rays, urine sample). This way we can improve the management of your health problem.

The triage nurse assesses your physical and mental state. As a result, you may be referred to an outside clinic to ensure the optimal management of your health needs.

Waiting

The most ill patients are treated first. You will not be seen based on the order of arrival.

Waiting time varies according to:

- Your condition.
- The condition of other patients.
- The number of people waiting.
- The number of doctors.
- The number of medical emergencies.

It is impossible to determine the waiting time. Expect to also wait in the examining room to which you are sent.

Consultation

Expect another waiting period once you are in the examining room to which you are sent.

A member of the staff will prepare you for the consultation in the examining room (removing clothes, putting on a gown, etc.).

A doctor will examine you. A resident whose work is supervised and supported by a physician may examine you and make a diagnosis.

You will be asked to describe your health problem. Be clear: poor information can increase the time it takes for a diagnosis.

Tests may be necessary (blood samples, x-rays, etc.). Based on your condition, you may be directed to the waiting room until the arrival of your test results.

Discharge

After the medical evaluation of your condition, do not leave even if the doctor has discharged you.

The nurse must give you all your documents.

Make sure you have all prescriptions or other documents with you.

Level	Wait time for medical care	Details
1	Taken immediately	Reanimation: conditions with immediate danger to life or the integrity of a limb and that requires energetic and immediate intervention.
2	15 minutes	Very urgent: conditions that threatens life or the integrity of a limb or its function and requires rapid medical intervention.
3	30 minutes	Urgent: conditions often related to major discomfort and an inability to perform daily activities.
4	60 minutes	Less urgent: conditions that vary according to age and degree of patient's distress that present risks of deterioration or complications.
5	120 minutes	Non-urgent: conditions that may be acute, not urgent or part of a chronic problem.

Source : Groupe de travail national sur l'ÉTG, Beveridge et al., 1998

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Observation

The doctor may decide to keep you under observation for a certain amount of time.

If you are admitted, you will wait in observation until a bed is available in the acute care unit (hospitalization).

The emergency room is a noisy and brightly lit place. Although this atmosphere can cause discomfort, it allows our healthcare teams to remain alert to your condition.

Admission

If the ER doctor requests your admission, you will be transferred to a unit to receive specialized care.



Service satisfaction

If you are satisfied with the service, do not hesitate to let us know. If you are dissatisfied with the service or the care provided, it is a good idea to discuss this with the staff at the nursing station. You can also ask to meet with the head of the unit. **For the wellbeing of everyone, no form of physical or verbal violence will be tolerated.**

If, despite this step, you remain dissatisfied, you can contact the Service Quality and Complaints Commissioner in strict confidence. The Commissioner will ensure that your rights are respected and will recommend corrective measures to remedy the situation. Telephone: 1-866-822-0549 or email: info-plaintes@ssss.gouv.qc.ca

Food

You can purchase meals and snacks in the cafeteria or from the vending machines after checking with your nurse whether you are allowed to eat.

Do not remove your mask except to eat and put it back on as soon as possible. Do not walk around while eating.

Personal effects

If possible, leave your valuables with the person accompanying you.

The institution is not responsible for lost or stolen items.

Show respect for others when using a cellphone.

It is forbidden to take photos in treatment zones without the consent of the other people present.

Escorts and visitors

Only one person is allowed to be with the patient in the emergency room.

Children under 12 must be accompanied by an adult and are not permitted to visit a patient in isolation.

People with symptoms of the flu or gastroenteritis must refrain from visiting patients.

You may be asked to temporarily leave your loved one during a treatment or to allow the patient to rest.

The institution reserves the right to limit visits during exceptional situations.

How the escort can help the healthcare staff.

The escort can:

- Inform the staff about their loved one's condition.
- Relay information that the patient would like to share with their family.
- Supervise family visits in compliance with instructions.
- Participate in some of the patient's basic care after discussion with the nurse.

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