

EMERGENCY DEPARTMENT

Patient Guide



INFORMATION FOR PATIENTS & THEIR FAMILIES
In Victoria General Hospital's EMERGENCY DEPARTMENT

VICTORIA
GENERAL
HOSPITAL





IF YOU HAVE A CONCERN ABOUT YOUR CARE, you are encouraged to first talk to a member of your care team, as they are the most familiar with your situation and are likely in the best position to help you. You may also contact the:

- Manager of Patient Care, Emergency Department (204) 477-3153
- Patient Relations Office (204) 477-3419

MAIL:

VGH Patient Relations, 2340 Pembina Highway,
Winnipeg, MB, R3T 2E8



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 1: THE INITIAL ASSESSMENT

The first Nurse you will meet in the ED is the "Triage Nurse". The Triage Nurse will ask the reason for your emergency visit. You will be required to provide your name, birth date, medical history, current medications and allergies. The Triage Nurse will also take your vital signs (temperature, blood pressure and pulse).

The initial assessment at triage helps determine how ill or how badly injured you are and the priority in which you should be seen. If you feel worse while waiting, please tell the Nurse so your condition can be re-assessed.

The triage process also determines whether you will be seen in the main emergency area or the Minor Treatment Area. The Minor Treatment Area is for mobile patients with minor entrance complaints who can be seen by a Nurse Practitioner. The hours of operation for the Minor Treatment Area are: 7 days a week, 10:00am to 8:00pm.

REGISTRATION

Patient registration occurs at the time of triage. During the registration process you will be required to provide your Manitoba Health Card/Number as well as your address, phone number, emergency contact and the name of your family physician. Please ensure that this information is correct.

WAITING TO BE SEEN

We try to see every patient as soon as we possibly can. Emergency care is not "first come, first served". Patients who are treated first are those who are more ill or injured, or who have serious signs and symptoms.

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.
- ✓ 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 2: THE EXAM

Once you are taken into an exam room, a Nurse may ask you more detailed question(s) about your health condition. The Nurse may take your temperature and check your heart rate and blood pressure. You may be asked to provide a urine sample or have blood work drawn.

An Emergency Physician, Physician Assistant or Nurse Practitioner will examine you and discuss your concern. Please take this opportunity to review your medications with us. (For any future emergency visits, please bring a complete list of your medications which should include the medication dose and frequency of administration.

Sometimes the Emergency Physician has a Specialist see you while you are in the ED. The Specialist may be involved with another patient, be in surgery, or even be at another hospital at the time. This means that you may have to wait until the Specialist is available to see you.

We continually strive to improve our patient's experience and value your input. Please click on the link for "The Patient's View" Survey and take a few minutes to fill out the Survey & place it in the Patient's View Survey/Comment box located in the Emergency Department waiting room.

You may be assessed by other members of our multi-disciplinary team such as a Physiotherapist, Occupational Therapist, Homecare Nurse, Social Worker, Clinical Pharmacist, or Geriatric Specialist.

STEP 3: BLOOD WORK & OTHER TESTS:

Blood work, X-rays and other tests assist the Emergency Physician, Physician Assistant or Nurse Practitioner in determining the appropriate plan of care for you. Lab results typically take 1-2 hours, depending on the type of test. 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.) After the Emergency Physician or Nurse Practitioner reviews your results he/she will develop a plan of care. This plan of care will be discussed with you. You will be kept informed throughout all stages of assessment and treatment. 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 have 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.

STEP 4: LEAVING THE EMERGENCY DEPARTMENT

Discharge

You will be given instructions prior to being discharge from the ED. If you do not understand your instructions, please ask your care provider. Your ED visit report is sent to your Family Physician.

Before You Leave, Make Sure You Understand:

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

Admission to the Hospital

Depending on your condition, you may require admission to the hospital. Depending on hospital bed availability, you may be required to remain in the emergency department for a period of time.

Transfer to a Different Hospital

Depending on your treatment needs, you may be transferred to another hospital. We will look after all transfer arrangements. Please let us know if there is anyone you would like use to contact regarding your transfer.

OTHER INFORMATION FOR PATIENTS & FAMILIES

Aboriginal Health Services

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

Language Services

If you need an interpreter please ask the triage nurse.

Spiritual Health

Please ask the nursing staff for information regarding Spiritual Health Services. These individuals provide faith-based and non-faith based support.

CODE OF BEHAVIOUR/CONDUCT

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

FOOD SERVICES

Vic Bistro – located on the ground floor
Hours of Operation: Mon – Fri: 11:00-14:00
Closed weekends and holidays

Tim Horton's – located on the main floor lobby area
(Hours of Operation): Mon – Fri 06:30-20:00 and
Saturday, Sunday and Holidays 08:00–19:00
Vending Machines are also available in the Vic Bistro and the
Emergency Department

PHARMACY

We do not have a retail pharmacy in the hospital. There is a Shoppers Drug Mart nearby on Pembina that is open 24 hours a day.

PARKING

There is a small lot for short-term parking immediately outside the ED entrance. Hourly parking is available in the Front parking lot.



TELEPHONES

Telephones are available for patient's use at each bedside to enable you to contact family and friends about your condition. If you require assistance, please ask your Nurse for help. Public pay phones also are available in the entrance to ED. For those with cell phones, please be respectful of other patients and talk quietly. **Taking pictures in the Emergency Department is NOT allowed.**

VISITORS

We understand and support your need for family and friends to be with you. Visitors must always respect the privacy and care of other patients. Children must be accompanied by a parent care provider.

We have found that more than two visitors at a bed side make it difficult for the health care team to provide care. Therefore, at the Nurses discretion, we may ask visitors to leave while certain care is provided.



CARING FOR YOUR VALUABLES

If you are being admitted, or transferred, or staying in the ED, we encourage you to send all valuables (including jewelry) home with a family member or friend. If this is not possible, please speak with your Nurse about having your valuables placed in safekeeping.



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