



WHAT TO EXPECT AND HOW TO STAY SAFE DURING YOUR VISIT TO THE EMERGENCY DEPARTMENT

Welcome to the Deep River and District Hospital Emergency Department

To help you understand what to expect at the Deep River and District Hospital Emergency Department, we have provided answers to some of the most commonly asked questions we receive.

Our mission is “**caring for every person like a loved one, within a connected system,**” and our team is committed to giving you the best care possible.

What Can I Do to Help the Process?

We ask that you please remove your coat and have your health card ready before you are seen by the triage nurse.

Knowing your current medications/allergies and keeping an up-to-date list is very important. These details are essential if you are very ill and cannot remember them or your family does not know your medical history.

What is Triage?

Triage is the process of determining who needs to be seen first based on symptoms. Triage is done by a nurse trained to recognize signs and symptoms of critical illness. In triage, a history of your symptoms will be collected as well as a medication history and vital signs such as blood pressure, heart rate, and temperature. You may also be assessed on your pain level, or other symptoms as appropriate.

Why are Some Patients Seen Before Others That Have Been Waiting Longer?

In our Emergency Department, patients with more critical conditions or illnesses are seen first, regardless of how long someone else has been waiting. This means that if you have a minor illness or injury, such as a cold or a need for prescription refill, you may experience a longer wait as we attend to patients who are in a more severe or critical condition. We appreciate your understanding and assure you that we will attend to your needs as soon as possible.

Can My Family Come Visit Me?

Visitors are limited to 1-2 individuals at a time to preserve the privacy of our other patients. Visitors should remain by your bedside or treatment room. If the department becomes very busy or the doctor or nurse feel that you need privacy, your visitors may be asked to return to the waiting room.

Who is Caring for Me?

Our dedicated team of healthcare providers in the Emergency Department includes:

- A Doctor (MD) who has responsibility for overseeing your care and treatment while in the Emergency Department.
- Registered Nurses (RNs) who will assess and monitor your condition. An RN may give you medications, maintain your I.V., dress wounds, and perform other necessary nursing procedures. They will also keep you and your family informed about the process during your visit. While each RN is responsible for many patients, they work closely with the doctor and other team members to provide quality care.
- Other professionals may be involved in your care. These may include team members in Diagnostic Imaging, Laboratory, and other specialists who will perform necessary tests and procedures to aid in your diagnosis and treatment.

How to Stay Safe in the Emergency Department

If you are feeling weak, unsafe, or your condition changes at any point, please let a nurse or doctor know.

- If you are in a room or bed, please use your call bell.
- If you are in the waiting room, ask a friend, family, or another visitor to get help.

Please remember to use your walker or cane as needed and ask for a wheelchair if you feel unsafe while walking.

Parking

Parking fees can be paid at either of the kiosks located inside the Main Entrance to the organization or the Emergency Entrance.

What Happens When I am Discharged?

Upon discharge, the doctor or nurse will provide you with instructions on how to continue care for yourself. You may be instructed to book a follow-up appointment with your family doctor as well. Additionally, if necessary, you might be prescribed medication based on the nature of your visit.

If you have any questions about your prescription or discharge instructions, please ask the doctor or nurse before you leave.

Please note that you will be responsible for your own transportation home.

Your Feedback Matters!

We value your feedback as it enables us to make improvements and identify areas for growth. As part of your discharge process, you will receive a survey electronically to share your thoughts about your experience with us.

We also encourage you to acknowledge any exceptional team members who may have gone above and beyond in providing your care.

If at any point you or your family have questions, concerns, or compliments about the care you are receiving, please speak with any member of our team. Our team members may be able to resolve any issues directly, or escalate the issue as needed for resolution.

The Importance of Hand Washing

Hand washing is the best way to prevent the spread of germs. You and your visitors should wash your hands frequently with the waterless alcohol hand sanitizer found throughout the organization. Your care providers will also wash their hands before and after providing care to you and other patients.

Renfrew County Virtual Triage and Assessment Centre

If you have a non-emergency health concern and do not have a family physician or nurse practitioner, or can't access your regular primary care provider, contact the **Renfrew County Virtual Triage and Assessment Centre at 1-844-727-6404** for support from medical receptionists, family physicians and community paramedics. Support is available 24 hours a day, 7 days a week. For more information, please visit www.rcvtac.ca.

MyChart

MyChart is a secure, online, patient portal that makes it easy for you to access your health information from anywhere, at any time, and at no cost. To sign up for MyChart, please speak with our registration team or email drdh.mychart@drdh.org.

Join Our Patient and Family Advisory Council (PFAC)

Our Patient and Family Advisory Council serves in an advisory capacity to provide feedback and input related to the experience of our patients, residents, and their families across the hospital, long-term care, and family health team here at Deep River and District Health.

For more information on how to get involved as a volunteer member of the Council, please contact assistance@drdh.org.

Deep River and District Health
Attn: Deep River and District Hospital
117 Banting Drive
Deep River, Ontario
K0J 1P0
613-584-3333
www.drdh.org