

Emergency Department Care and Wait Times:

Our answers to your questions



In the waiting room

How does the Emergency Department work?

While it may seem quiet in the waiting room, it may be very busy inside the Emergency Department. Please be reassured that our staff work together as a team. This means that sometimes, you may see a nurse before you see a doctor.

What should I expect when I am called in Triage?

Triage: In the Triage room the nurse will call you to ask questions about your health and your health concerns. This will help us better understand your health concern. The nurse will assign a priority that will dictate when you will be seen by the doctor.



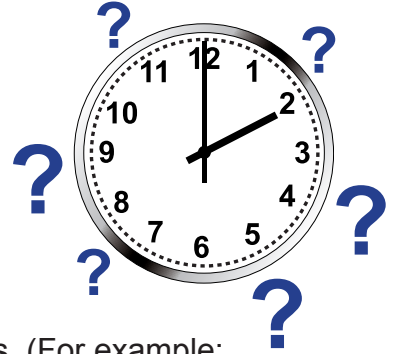
Register and wait for our call

We will ask you to register after triage and then wait in our waiting room to be seen. We will call your name, when our health care team is ready to see you in the treatment area. Do not worry: the team is aware of your health status.

What is the waiting time?

It is very difficult to predict wait time. This will depend on:

- How many other patients are already waiting, and
- How serious your and other patients' health concerns are.



Wait times are not based on a 'first-come-first-serve' basis. (For example: someone who arrived after you may be seen before you).

For safety reasons, we will care for patients with the most serious health concerns first.

Did you know?

It is very difficult to tell how sick other people who are waiting might be. While someone might not look very sick, his or her health problem may be quite serious.



What can I do while waiting?

We understand that waiting can be very difficult. Please be patient and know that we are working very hard to see everyone safely and as quickly as possible. If you are feeling worse (that is, your condition has changed), please tell the nurse at triage right away. We will check you again and speak to the health care team as needed.

Please note: There is NO tolerance for aggressive behaviour or violence. We understand that waiting can be difficult. For your best care and safety, please be assured who we are working to see every patient that comes to the Emergency Department as quickly as possible.



Inside the treatment area

Why am I waiting in the treatment area?

When it is your turn, we will call you to a room to see a member of the team. To better understand your health problem, you may have some tests. If so, you may have to wait to do these tests and for their results. Once we receive your test results, our team will review them to decide what this means for you.

During this time, you may be asked to return and wait in the waiting area.



Remember: if you are feeling worse, please tell the nurse in triage right away. Do not worry, we have not forgotten you!

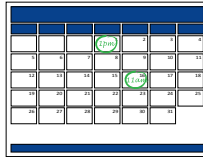
Getting ready to go home

What do I need to do after leaving the Emergency Department?

Be sure to follow any advice our treatment team may have offered you:



Take medications as you were instructed.



Go to follow-up appointments if any were arranged for you.



When to come back to the Emergency Department, if you need to.

It is very important that you know **when** you should come back to the Emergency Department. If you are not sure, or you have questions, please ask us. We are here to help!

Can I leave without seeing the doctor or without doing more tests if I was told I needed them?

Leaving without being seen or against medical advice can be very dangerous. Your health problem may become life-threatening and may even result in death if not fully evaluated and/or treated.

For these reasons, even if you have been waiting a long time, it is worthwhile to complete your visit. If you feel strongly about leaving, please let us know before you leave.

Thank you for your patience!

This material was developed by the Royal Victoria Hospital, Emergency Department.

We would like to thank the MUHC Patient Education Committee and the friends of the MUHC for translation and printing support for this project.

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