

# Welcome to the OTMH Emergency Department

Every patient who comes to the Emergency Department is initially seen – or triaged – by a Registered Nurse.

## What Does Triage Mean?

- ◆ The main role of triage is to assign priority to patients who need more urgent care.
- ◆ Across Canada, this is the standard of practice for all Emergency Departments.
- ◆ Our emergency nurses are specially trained in assessing your Triage Level.



There are **5 Triage Levels**:

**Level 1- Resuscitation**, for example, someone whose heart has stopped.

**Level 2- Emergent**, for example, someone involved in a major accident with severe life threatening injuries.

**Level 3- Urgent**, for example, someone with abdominal pain.

**Level 4- Less Urgent**, for example, someone with an earache or a minor cut requiring stitches.

**Level 5- Non-Urgent**, for example, someone with minor symptoms or needing a prescription renewal.

**If you feel that your condition has changed since being triaged, please inform the triage nurse immediately.**

## Why Are Some People Taken Care of Before Me?

- ◆ Critical Patients, no matter how they arrive to the Emergency Department, will always be given priority.
- ◆ Ambulances frequently arrive at an area in the Emergency Department where you cannot see them. If the medical needs of those patients are more urgent than those of the patients in the waiting room, then the ambulance patients will be seen first.
- ◆ Some patients in the Emergency Department have been referred to see a specialist and may be brought into the treatment area ahead of others.
- ◆ Depending on the nature of your problem, you may have to wait for a special room or equipment to be available to care for your needs.
- ◆ The area beyond the purple door is called “Minor”- open between 12:00 p.m. and midnight. It is used to treat patients who have a less serious condition, for example, individuals with minor cuts would be seen in this area.



## Who Else May be Involved in My Care?

In addition to emergency nurses and emergency physicians, the Emergency Department team includes many other health care professionals such as pharmacists, respiratory therapists, crisis workers, or you may be referred to a specialist.



We are also fortunate to have a wonderful group of volunteers who help enhance emergency patients' experiences - by providing support, information and those little personal touches that make a difference.

## When Can I Go Home?

You may be asked to wait in the Emergency Department to ensure the treatment given is working effectively.

The doctor may also recommend that you stay in the hospital. The Emergency staff will look after you while you wait for an inpatient space to become available.

## Protecting Your Privacy

We respect your privacy. We consider all healthcare information that can be linked to an identifiable person as confidential.

Please notify the clerical staff when you register if you wish to be excluded from fundraising initiatives or satisfaction surveys.

If you wish for your presence at our hospital to be concealed, please notify the clerical staff when you register to ensure only those within the “circle of care” will be aware that you are receiving treatment.

## How Can I Help?

- ◆ Please do not eat or drink unless you have checked with the nurse first.
- ◆ Bring a current list of all your medications.
- ◆ Bring only one relative or friend if possible, as space is limited and we are trying to reduce exposure to any potential infectious outbreaks.
- ◆ Please understand that when family members or friends call the Emergency Department inquiring about you, we are unable to divulge information to them due to confidentiality concerns. When possible, we will attempt to forward messages to you.
- ◆ Your family member or friend may be asked to wait in the Waiting Room until the nurse indicates it is appropriate for them to come into the treatment area.
- ◆ If you wish to leave before seeing the doctor, please speak with the triage nurse first.
- ◆ We request that you treat our staff with respect and courtesy.

EMERGENCY



## Everyone Is Important

Your care is our number one priority. Our mission is to provide competent, compassionate care in as timely a manner as possible. Everyone will be treated with dignity and respect.



## Will there be fees related to my Hospital Visit?

Yes, you may be charged for:

### Ambulance fees

- ◆ Patients covered by OHIP will be charged a nominal fee.
- ◆ Non residents of Canada or medically non-essential ambulance transportation will be charged accordingly.

### Non Residents of Canada will be billed for the following:

- ◆ Inpatient stay
- ◆ Emergency/Outpatient visit
- ◆ Day Surgery Procedure
- ◆ Additional charges such as: CT scan, TPA and physician fees.

### Other inpatient charges

- ◆ Preferred accommodation, semi-private/private room
- ◆ Cosmetic and uninsured procedures.

**Services that are not covered by OHIP such as:** braces, canes, crutches, fiberglass casts and splint immobilizers also require additional payment.

Please pay for services prior to leaving the hospital. Questions may be directed to our cashiers, in person or by phone.

**Emergency Cashier**  
(905) 845-2571, ext 6739

Your feedback is welcomed. Please direct all comments and inquiries to:  
Madonna Benoit, Ombud  
905-338-4433

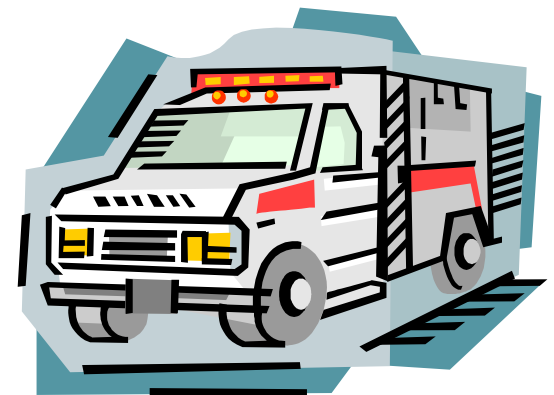
[mbenoit@haltonhealthcare.on.ca](mailto:mbenoit@haltonhealthcare.on.ca)



Halton Healthcare

Oakville-Trafalgar Memorial Hospital

# Welcome to Our Emergency Department



A Guide to  
Emergency Services at  
Halton Healthcare