



Welcome to the Glen Emergency Department: A Guide to Care and Wait Times



This booklet will explain how the Emergency Department works and answer some common questions.

Table of contents

- 1 **What to do when you arrive**
- 2 Step A
- 2 Step B
- 3 Step C
- 4 Step D

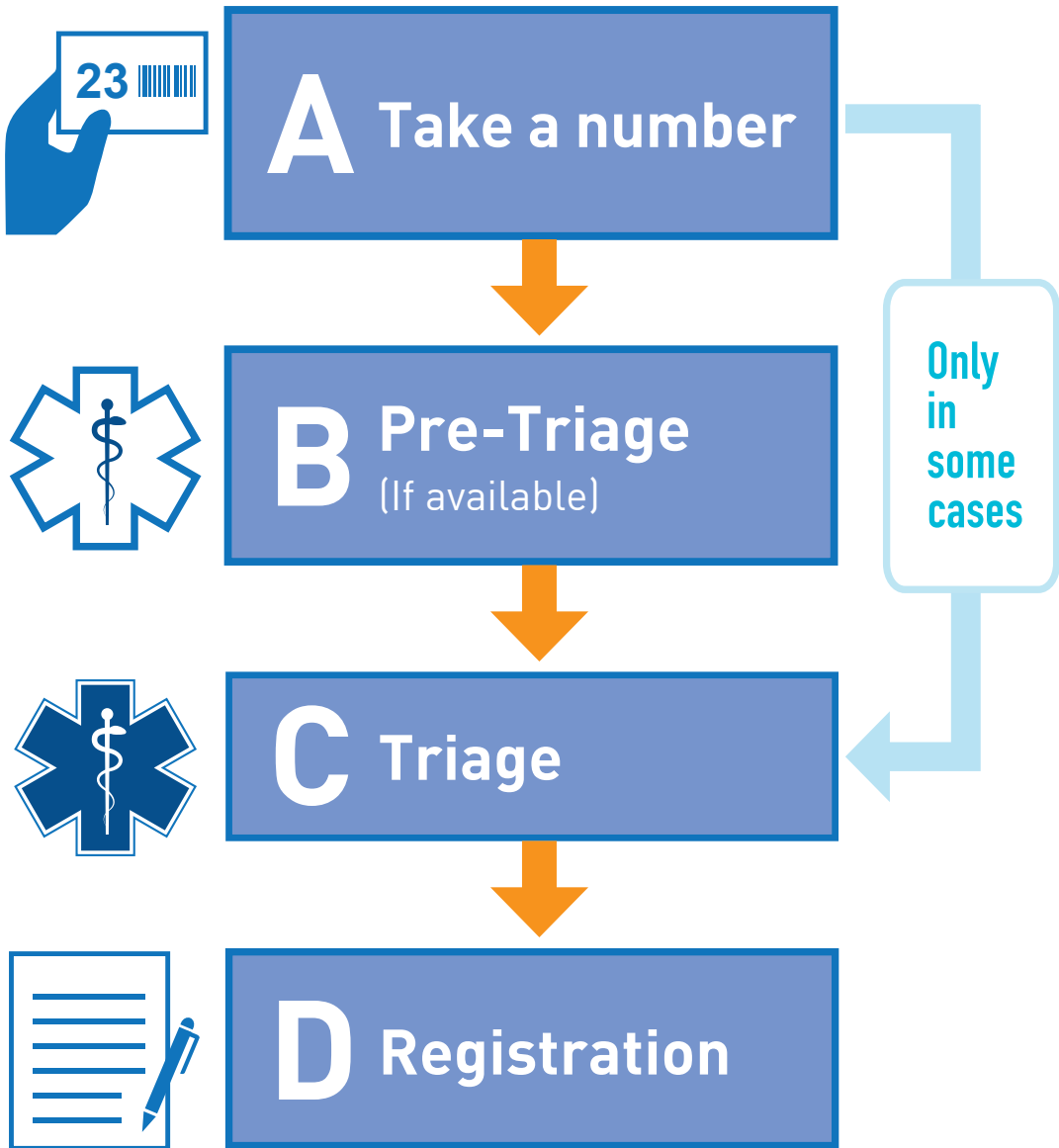
- 5 **Why is it taking so long?**
- 5 What is the waiting time?
- 7 What can I do while I wait?

- 8 **Inside the treatment room**
- 8 Why am I waiting in the treatment room
- 9 Going for a test

- 10 **Getting ready to go home or to a unit**
- 10 What do I need to do if I am sent back home?
- 11 Leaving without seeing the doctor or doing tests if I was told I need them

- 12 **Parking information**
- Back **Adult emergency department map**

What to do when you arrive:



A



Take a Number as soon as you arrive. To do this, touch the screen of the ticket machine with your finger. A ticket will print out. Take the ticket and go to the **Waiting Room (Zone A)**.

In the Waiting Room:

- Take off your coat.
- Take a seat.
- Have ready in your hands your:



Ticket number

Medicare card

Medication list

You will give these to the nurse at either step B or C.

B

Pre-triage (You may be called directly to Step C.)

If a Pre-triage nurse is on duty, you will complete this step. When we call your ticket number go to the Pre-Triage area marked with a **B**.

The nurse will ask you some short questions to start your file. This helps us know in what order you will go to the next step. After, return to your seat in the Waiting Room.



Please turn off your cellphone whenever you are speaking to a team member.



What to do when you arrive:



Triage

We will call you by your ticket number **or** by your name. Go to the Triage area marked with a **C**.

The nurse:

- will ask you detailed questions to learn more about your health concern.
- is experienced in evaluating patients and knows the right questions to ask.
- puts the information into a computer.

The computer compares information for every patient coming to the Emergency Department. It helps the nurse decide the priority of the care you need. A **priority** means a safe timeframe for you to be seen by the doctor. These priorities are based on rules used across Canada.



1

Priority 1

high priority



5

Priority 5

lower priority

For safety reasons, we care for patients with **the most dangerous health problems first (high priority)**. If you have to wait, it means that there is less danger to your life; it does **not** mean your health problem is not important.



After answering the questions, you will return to the Waiting Room.

Reorientation: After your evaluation, the nurse will know if you can be safely helped outside the hospital. This is called **Reorientation**. If so, you will get information at the next step (D) about where to go.

This could be:

- To an outside clinic that works with the Emergency Department
- To another care service
- Back home with instructions

Ask the nurse about Reorientation if you think this might be right for you.

D

Register

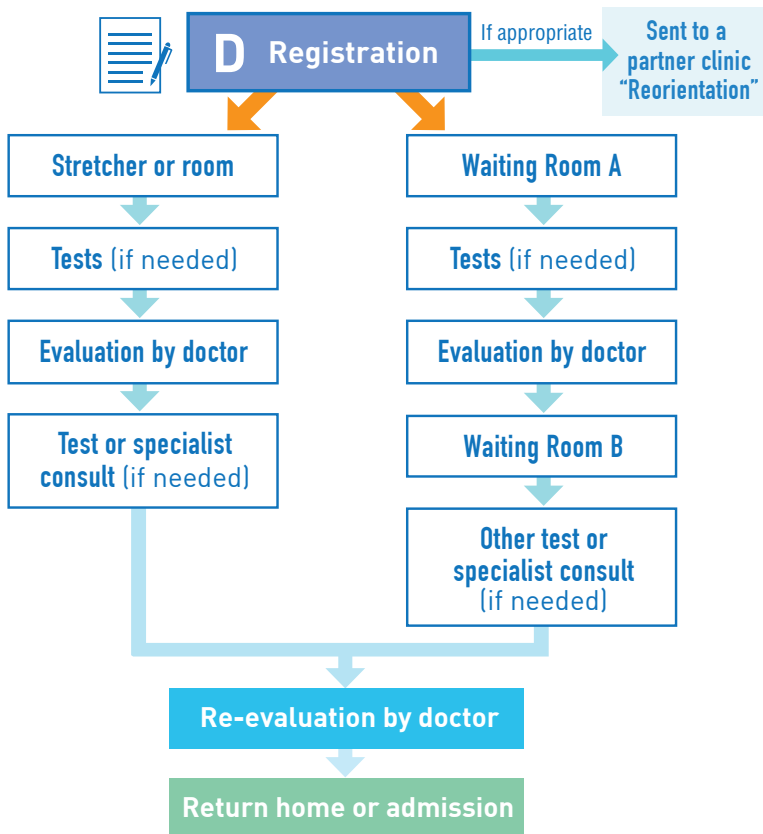


The registration employee will call you by your name. Go to the Registration Area marked with a **D**. This employee will ask you for your contact information. You will need to sign a hospital form. If you are not being Reoriented, you will return to the Waiting Area. If you are told that your symptoms can spread to others, **please follow the nurses' instructions to stay in the Isolation Room or wear a mask and gloves**. This is for everyone's safety.

When our team is ready to see you, we will call your name in the Waiting Area. We will show you or take you to the treatment area.

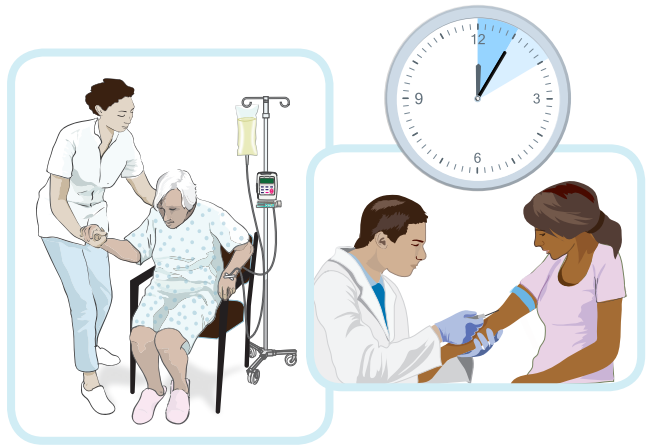
Do not worry; the team knows about your health condition. In fact, our nurses may do **some tests** (blood or other) before you see the doctor, depending on your health problem.

Here are the next steps until you leave the Emergency (based on your health condition):



Why is it taking so long?

While it may seem quiet in the Waiting Area, it may be very busy inside the Emergency Department. Our staff works together as a team. This means that you may see a few nurses before you see a doctor. There is always a doctor working on site.



What is the waiting time?

It is very difficult to answer this question. Please do not ask the wait time. It will depend on:

- How many other patients are already waiting.
- How serious your health problems are.
- How serious other patients' health problems are.
- The bed spaces available in the Emergency, in the hospital or at other hospitals.

If there are many patients or other patients that are very sick, the wait time can be longer. Patients **are not** seen in the emergency on a “first-come-first-serve” basis. For example, someone who arrived after you may be seen before you.



Did you know?

It is very hard to tell how sick other patients are just by looking at them. While someone might not look very sick, their health problem may be quite dangerous.



Did you know?

The MUHC has different hospitals with different services.

- **Glen:** Cancer, ears nose and throat, lungs, heart and vessels, pregnancy/sexual health, bladder, bowel and stomach problems.
- **Montreal General Hospital:** Bones, brain, mental health, chest, bowel and stomach problems, and trauma.
- **Montreal Neurological Hospital:** Brain, spine and nerve problems.

If needed, the Emergency Department doctor may ask another specialist doctor to see you. This is called a **consult**. You can have a consult during your hospital stay or as a follow-up visit at any of these hospitals.



Why is it taking so long?

What can I do while I wait?

We understand that waiting can be very difficult, but we ask that you be patient and stay polite. We are working very hard to see everyone safely and as quickly as possible.

If you are feeling worse, tell the nurse at Triage (Area C) as soon as they are finished with another patient. Nurses will check you again. If needed, they will speak to the health care team.



Please note: Respect and politeness are important in this hospital. We will NOT tolerate aggressive behavior or violence.

If you need to step out of the Waiting Room, **do not leave for more than 15 minutes at a time.** If you are not in the Waiting Room when the nurse calls, we will call you again in 15 minutes. We will do this 3 times before taking your name off the list.



Are you hungry? First check with the nurse if you can eat. Some tests need to be done when you have an empty stomach. If you are allowed to eat, you can get food in the food court. It is in Block D, Level S1 (see map on back page) and is open all day.



Free Wifi

CUSM-MUHC-PUBLIC

Username: *Public*

Password: *wifi*



Remember: Please make sure your electronic device is on vibrate so that it does not disturb other people. For confidentiality of patients and staff, you cannot take audio recordings, video recordings or pictures.



Inside the Treatment Room

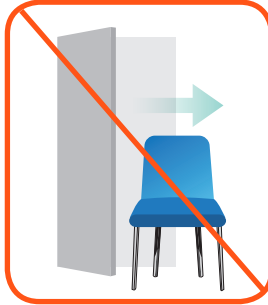
Why am I waiting in the Treatment Room?

In the Treatment Room, you will see other members of the team. You may have some tests to better understand your health problem. You may also need to see a specialist doctor. Specialist doctors see patients from all over the hospital, not just the Emergency Department. They see the sickest patients first. This means that you might have to wait. Do not worry, we have not forgotten you! We may ask you to return to the Waiting Room during this time. Once we get your test results or the advice from the specialist doctor, our team will decide what this means for you.

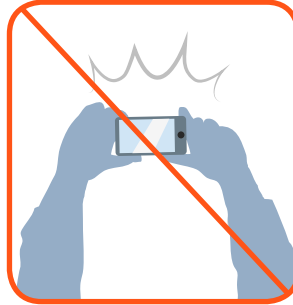
Remember: The ground rules in the emergency patient rooms.



Limit of 1 to 2 visitors at a time.



It is forbidden to move any items from the room into the hallway.



Taking photos or videos is prohibited. Keep your cellphone on silent mode.



Keep the room clean and wash your hands before entering or when leaving the room.



Respect and civility to ensure a safe environment for all.



Keep your valuables with you at all times.



Don't hesitate to ask the team any questions.



If you are coughing, or have flu-like symptoms wear a mask.

Inside the Treatment Room

Going for a test

If the doctor asked for a test, we will show you where to go for the test and where to return to. If you have trouble walking, a member of the team will go with you. This map shows you how to get to Radiology for imaging tests. Once the test is done, please go back to where you were told.



Getting ready to go home or to a unit

After the doctor has looked at all your tests results and checked on you, they will decide the next step. You will:

a) Return home with instructions.

or

b) Stay in the Emergency Department for a short time for treatment before going home.

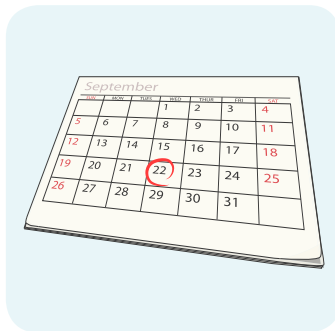
or

c) Be admitted to a service of the hospital and moved to a unit once a bed is available.

What do I need to do if I am sent back home?

Before you leave the Emergency Department, the nurse will give you the information that you need. Be sure to follow the advice you got from the team:

- Take medications as you were instructed.
- Go to follow-up appointments if any were planned for you.
- Come back to the Emergency Department if your condition gets worse.
 - Return visit: Follow the steps A, B and C. Take a ticket number. Have ready for the nurse the return paper that you got at your last visit. This paper is **not** for a specific appointment time but we will do our best to see you as quickly as possible.



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!

Getting ready to go home or to a unit

Leaving without seeing the doctor or doing tests if I was told I need them

Leaving without seeing the doctor or against the advice of the team can be very dangerous. Your health problem may become a danger to your life. Even if you have been waiting a long time, it is best to see the doctor. For safety reasons, if you decide to leave, you **must** tell the Triage nurse before leaving.

Did you know?

You can only get a paper proving that you were in the Emergency Department if you saw the doctor. You can ask any member of our team if you need one.

Thank you for your patience!



Parking information

Note that these rates were in effect in May 2018 and could have changed since the printing of this booklet.




MINIMUM AND MAXIMUM 24H RATES


| | | |
|---------------------------------------|------------------|-------------|
| 0-30 minutes | FREE | |
| 4-24 hours | FLAT RATE | \$24 |
| EXPRESS PARKING 4-24 hours | FLAT RATE | \$30 |


REDUCED PARKING RATE PASSES

| | | | | |
|-----------------------|-----------------|--------------|---|--|
| WEEKLY PASS | 7 DAYS | \$60 | Unlimited entry and exit at the hospital where the pass was purchased | Available at payment machines |
| | 14 DAYS | \$85 | | |
| LONG-TERM PASS | 30 DAYS | \$70 | Certain conditions apply | Available at the Customer Service Parking Office |
| FLEXI-PASS | 7 VISITS | \$100 | 1 entry 1 exit per visit No expiry date | Available at the Customer Service Parking Office |

WHERE TO PAY


 Cash or by credit card
 Visa or MasterCard **Automated payment machines on each P level**

 By debit card or credit card **Customer Service Parking Office on RC level**

 By credit card Visa or MasterCard **Barrier gate at exit (hourly parking only)**

CONTACT US

 Monday to Friday
 8 a.m. to 12 p.m.
 1 p.m. to 4 p.m. **Customer Service Parking Office**
 Royal Victoria Hospital Main Entrance
D RC.1000 514 934-1934, 32330
 Montreal Children's Hospital Main Entrance
A RC.1000 514 412-4400, 23427

 If you encounter a problem or have a payment question, please use the intercom located on the automated payment machines. Assistance is available 24 hours a day, 7 days a week.

This booklet was developed by the Royal Victoria Hospital Emergency Department Team.

We would like to recognize the MUHC Patient Education Office for their support throughout the development of this booklet, the design, and the layout, as well as for the creation of all the illustrations.

The creation of the English version of this booklet and related posters was made possible by the financial support received through the “Plus Fort Avec Vous” Grant for “Matière d'accès aux Services en Langue Anglaise pour la Région de Montréal” (2018-19).

PLUS FORT
AVEC VOUS

Centre universitaire
de santé McGill



McGill University
Health Centre

Office d'éducation des patients
Patient Education Office

© Copyright 15 July 2019, McGill University Health Centre, 1st Edition. This document is copyrighted. Reproduction in whole or in part without express written permission from patienteducation@muhc.mcgill.ca is strictly prohibited.





This material is also available on the
MUHC Patient Education Office website
www.muhcpatienteducation.ca

Urgence pour adultes


Adult Emergency Department

 **Salle d'isolation**
Isolation Room

 **Salle d'attente**
Waiting Room

 **Espace réservé**
Staff Area

 **Sortie d'urgence**
Emergency Exit

 **Radiologie**
Radiology

