

Admission

If you are admitted, you will be assigned a bed in the hospital. Unfortunately, this does not always mean that your time in the ER is over. Sometimes there are no admission beds available and you may have to wait for one in the ER. The ER team will continue to care for you while you are with us.

The cost of your hospital stay is based upon a daily rate according to the type of bed accommodations available: a ward room; a semi-private room; and a private room.

Visitors

Visitors are allowed anytime in the ER but we ask that only two stay with the patient. Under some circumstances, visitors may be asked to wait outside. Please check with the nurse before giving any food or drink to the patient. With the patient's permission you can help with care such as feeding, getting the patient up, or washing.

Due to confidentiality issues we do not automatically notify relatives that you are in the ER. If you would like to notify a relative, please ask for a phone or ask us to call for you. The department receives many calls, so if possible, assign one person to contact the ER at 416-530-6003 and that person should update the rest of the family.

Pastoral services are available upon request.

Food and beverages are available from the vending machines, the Cafeteria and the Second Cup located on the 1st floor.

There is a Gift Shop located on the 1st floor and a pharmacy on the ground floor. Pay phones, taxis and washrooms are located in the main waiting area of the ER and the Tranquility Garden entrance.

Patient Experience of Care

You may receive a survey through the mail regarding your experience in our ER. Please complete the survey so that we can learn from you.

If you have any questions or comments during your stay, the following people will be able to assist you:

Your nurse

Charge nurse at extension 4905

Patient Care Manager at extension 3745

Patient Relations Manager at extension 6257

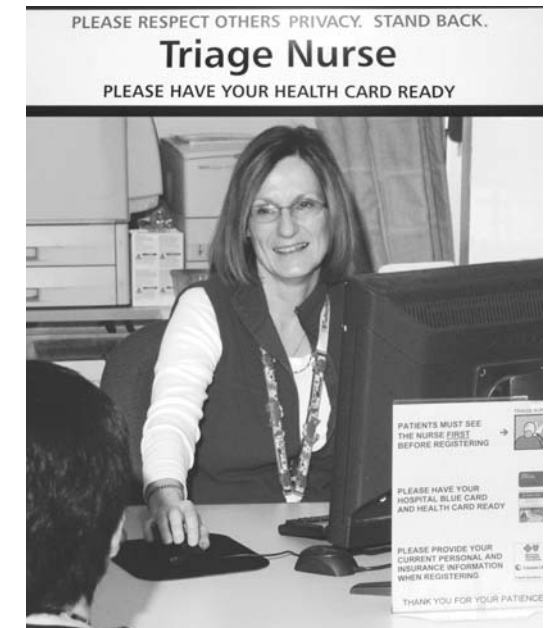
**For more information please contact
St. Joseph's Health Centre
Emergency Department
416-530-6003**

Other urgent care services available:
After Hours Family Physician Walk-in Clinic
(Ground floor, Glendale Wing)
Monday - Friday 6:00 p.m. - 9:00 p.m.
Saturday & Sunday 12 noon - 5:00 p.m.

Just For Kids Paediatric Walk-in Clinic
416-530-6611
(1st Floor, Glendale Wing)
Monday - Friday 10:00 a.m. - 8:00 p.m.
Saturday, Sunday and Holidays
10:00 a.m. - 2:00 p.m.

The Health Centre is not responsible for lost or stolen patient and/or visitor belongings. Please keep your personal belongings with you at all times and protect them.

Emergency Department Patient & Visitor Information



ST. JOSEPH'S
HEALTH CENTRE TORONTO

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Emergency Department

Welcome to the Emergency Department

We want to make sure that your needs are met with dignity and respect.

Why Are You Waiting?

Our Emergency Department (ER) treats over 200 patients everyday. Whether someone arrives by ambulance or walks in, the ER health care team works together to care for them. The ER team does not want to make you wait; however, the process of helping you get better may take time. Patients are usually seen in order of arrival but some patients may be moved ahead due to the severity of their illness.

Nurse in Triage

The Triage Nurse starts your care by doing an assessment of your illness. This nurse uses the health information you provide to decide what area of the ER you would best be treated in. We have five separate areas in our ER: resuscitation; acute/urgent; paediatric; ambulatory care/fast track; and crisis. Also by screening every patient coming to Triage, we decide whether patients need to be in an isolation room and/or wear a mask.

Registration

This is an important step in your care. The Health Centre needs to have correct information from you in order to care for you safely. Every time you come to the ER your information must be checked to make sure it is still correct on our system. Please bring your hospital blue card, health card or immigration interim federal health plan document and your insurance policy to every visit. The registration staff will ask you several questions during registration.

Payments

The hospital does not bill insurance companies for ambulance charges, medical appliances, telephone charges, or the difference between the private and semi-private rate. The charges are to be paid directly to the hospital and you may pay while you are here.

For more information about your payment options, please ask for a copy of the Billing Procedure Brochure from your nurse.

Your Nurse

A nurse from your treatment area will do a more detailed assessment. The nurse will ask you questions about your health problem, take vital signs (eg. blood pressure, heart rate, temperature) and, if required, perform tests such as blood work. This information helps the doctor diagnose your problem. If you do not understand something, please ask questions. You have a right to understand your treatment. If you need a translator please ask and we will provide the service.

If you need to make any calls, for example, home to alert people that you are at the hospital, please ask the nurse for a telephone. We will be happy to provide this.

Emergency Doctor (ER MD)

If the ER becomes too busy, another ER MD will be called in. Their goal is to see all patients as quickly as possible. The ER MD will examine you and may order tests and/or provide treatment. They will then return to see you after these are done and advise you if you are able to go home or if further treatment is required. A specialist may be asked to see you and if your condition requires further treatment, the specialist may admit you to the hospital. You may be discharged at any time during the

day or night so please ensure you have clothing and transportation home. Please talk to the nurse if you have problems with this. We will help.

You may be asked to return for a test or clinic visit. Please make sure you have all the information you need, including how to make the appointment if necessary. If you return for a test that is booked by the ER, such as an ultrasound, you will be given a copy of the request form and asked to go to Diagnostic Imaging for this test. After the test, you will be asked to return to the ER to have the test results explained to you. In some cases you may need further treatment. You will need to register in ER after the test is completed. Please make sure you return to the ER after your test.

You may have tests, such as a throat swab, done while in the ER. It takes over 48 hours to get the results. We will call you at home if the results are not normal and you may be asked to return for treatment. Whether you receive a call about the results or not, you can return to the ER to discuss the results with the ER MD or any other concerns you may have.

If you decide for any reason to leave before your treatment is completed please let the doctor or your nurse know, so they can explain what this decision may mean to your health. If you have had tests done, you will need to call us so we can make arrangements to have the results sent to your family doctor (if that is what you decide) or you may have to return for further treatment according to the results. Leaving before your treatment is completed may be harmful, so please inform someone before you leave.