

**YOUR EMERGENCY DEPARTMENT IS A
"ZERO TOLERANCE ZONE"**

We know that almost no-one wants to be a patient in the Emergency Department, and patients' and their families may be upset or frightened by the illness or injury.

We will try to make your stay as comfortable as possible.

We will not tolerate verbal or physical abuse of our staff or those waiting to see us.

Those who do not comply will be asked to leave.

We all deserve respect.

PHARMACY HOURS

The hospital does not have a retail pharmacy.

Following is a listing of some pharmacies within Langley.

PHARMACY	TELEPHONE	PHARMACY	TELEPHONE
LONDON DRUGS Willoughby area Langley, B. C. V2Y 1A2	604.533.4631	SAFEWAY PHARMACY 27566 Fraser Highway Aldergrove, B. C.	604.856.4667
MURRAYVILLE HEALTHCENTRE #102 – 22112 – 52 Avenue, Langley, B.C.	604.534.6600	SAFEWAY PHARMACY 6153 – 200 th Street Langley, B. C.	604.530.6131
PHARMASAVE – #3 – 9124 Glover Road Fort Langley, B. C.	604.882.0611	SHOPPERS DRUG MART Murrayville Langley, B. C. V1M 2Z9	604.532.0515
PHARMASAVE #101 – 8850 Walnut Grove Drive Langley, B. C.	604.888.5602	SHOPPERS DRUG MART Willowbrook Mall	604.533.2132
SAVE ON FOOD PHARMACY Downtown Langley #100 – 20151 Fraser Highway Langley, B. C.	604.533.0400	SHOPPERS DRUG MART Brookwood	604.530.5388
SAVE ON FOOD PHARMACY Walnut Grove ##101 – 8840 210 th Street Langley, B. C. V1M 2G5	604.882.0883	SUPERSTORE PHARMACY	604.532.5430
WALMART PHARMACY 202 nd Street/64 th Avenue, Langley	604.539.5230	VALLEY EVERGREEN PHARMACY 20577 Douglas Crescent	604.534.1332



**YOU HAVE AN EMERGENCY...
THEN YOU ARE ASKED TO WAIT**



**THIS PAMPHLET WILL HELP YOU LEARN
ABOUT WHAT YOU CAN EXPECT DURING
THIS VISIT**

WHEN YOU ARRIVE

You will be seen and assessed by a Triage Nurse, specially trained in Emergency Care.

Following a Canadian triage or sorting standard, the nurse determines the order in which patients are seen, based on your condition.

The following are the Canadian Triage and Acuity Levels

RESUSCITATION	Level 1	<i>Conditions that are a threat to life requiring immediate help to restore or preserve life.</i>
EMERGENT	Level 2	<i>Conditions that are a potential threat to life, limb or function</i>
URGENT	Level 3	<i>Conditions that are a serious illness or injury. Usually associated with significant distress or discomfort.</i>
LESS URGENT	Level 4	<i>Conditions presenting as an illness or injury, usually associated with mild to moderate distress or discomfort.</i>
NON-URGENT	Level 5	<i>Conditions that are a minor illness or injury for which intervention could be delayed or deferred. Usually associated with minimal or no distress or discomfort.</i>

People who require the most urgent care will be treated first. However, everyone will be treated as soon as possible.

It is impossible for the Triage Nurse to accurately predict how long you will have to wait:

- It depends on the number of patients already in the department and the level of care they require.
- The sickest patients are seen first.
- This decision rests with the Triage Nurse who is constantly communicating with the Patient Care Coordinator and Emergency Physician.
- While Emergency staff understands the wishes of all patients to be seen quickly and in order of arrival, they use their best judgment in prioritizing patients.
- Pressuring staff will not make things move any quicker.

IF WHILE WAITING, YOU FEEL YOUR CONDITION HAS CHANGED, INFORM THE TRIAGE NURSE IMMEDIATELY!

SERVICES AND HOURS OF OPERATION

- **The Emergency Care Team** is here for you when you are sick and need emergency treatment, 24 hours per day, 7 days per week.
- You will be moved from triage to acute care, or fast track (minor problems), depending upon your emergency and chair/stretchers availability.
- After seeing the Doctor you may have to wait several hours for tests and results.
- 1 or 2 visitors are permitted with patients.
- **Cellular phones:** can be used in the hospital, we just ask you be considerate of others when you are talking.
- **Delays** can occur at any time; when all stretchers are occupied by admissions or patients undergoing assessment/observation, or when staff is tied up in an emergency.
- If you are admitted to the hospital you may have to stay in emergency. You will be moved as soon as possible; when an appropriate bed is available.

PLEASE CHECK WITH A NURSE BEFORE EATING OR DRINKING

- The **coffee shop** is located in the front lobby of the hospital, and is open from 7:30 am to 8:30 pm on weekdays, and 8:00 am to 7:00 pm on weekends.
- **The gift shop staffed by volunteers** is located near the front lobby of the hospital, and is open from 11:00 pm to 6:00 pm daily (approx)
- The **cafeteria** is located on the ground floor and is open from 7:30:00 am to 18:00 pm 7 days a week.
- **Vending machines** are located in the lobby cafeteria and the Emergency Department waiting room, and are available 24 hours/day.