

We do our best to treat everyone as quickly as possible.

We see the sickest people first, no matter when they come in or whether they come in on their own or by ambulance. Sometimes people arrive after you who must be treated before you. It might not be obvious to you why these people are seen first. We decide who to see first based on how severe or urgent the illness or injury.

Expect to be asked the same questions more than once. This is to make sure we have all the information we need to take care of you safely.

Expect to be moved to different areas as we look into the reason for your visit and decide on the best care for you.

We understand this can be a stressful time and waiting can be frustrating. We will try to keep you updated as to what is happening. Let us know if there is something we can do to help you.

Please check with a nurse at these times:

- When you need to go to the toilet, in case we need to collect a sample from you.
- Before you drink or eat anything, in case this could delay tests or treatments.
- Anytime you start to feel worse or better.

Arrive and Check In



Here the registration clerk:

- Asks for your BC Services Card or CareCard.
- Confirms your contact information and the name of your family practitioner, if you have one.
- Registers you into our system.
- Gives you a hospital identification bracelet.

Please take your coat off before you see the Triage nurse.



Here the triage nurse:

- Asks about reason for your visit and quickly checks your illness or injury.
- Checks your blood pressure, pulse, and oxygen levels.
- Determines how sick or injured you are, how quickly you need to be seen, and what area of the Emergency Department is best for you at this time.
- Tells you where to go next and what to do.
- Might do any of the following:
 - Give you pain medicine.
 - Ask to have your blood, urine, or heart rhythm checked.
 - Send you for an x-ray.

You might have to wait in this area until we have some space for you in one of the other areas.

Anytime you start to feel worse, please let the nurse know.



Anytime during your visit, we can arrange for a medical interpreter if you do not speak or understand English well enough to talk about your health.

Intake Area



Here an emergency nurse:

- Might ask for more details about the reason for your visit, your health, and the medicines you take.
- Might do any of the following:
 - Review your illness or injury in more detail.
 - Check your blood pressure, pulse, and temperature.
 - Give you pain medicine.
 - Ask to have your blood, urine, or heart rhythm checked.
 - Send you for an x-ray.

If you do not feel comfortable talking about your condition in this area, please let us know.

Exam Area



Here the emergency nurse or doctor:

- Reviews the reason for your visit.
- Examines you.
- Reviews any tests and treatments done so far.
- Might ask for tests to find out more about your illness or injury.
- Determines what could be the cause of your concern.
- Might start some treatments.
- Talks with you about the plan for care.

You might need to change into a hospital gown.

You might be in a chair, recliner, or stretcher.

Treatment Area



We might move you to a chair, recliner, or stretcher for monitoring and further treatment.

You might have to wait here while we process your test results and decide on the best treatment for you.

If you do not feel comfortable talking about your condition in this area, please let us know.



The emergency nurse continues to check on you.

The emergency doctor reviews your care, results from tests, and how the treatment is working.

Onward from Emergency



We talk with you about how best to manage your condition.

Most people go home.



We explain for how to care for yourself, and give you instructions, if needed.

We can print a summary of your visit for you if you wish.

We let you know if you need a follow-up visit with a specialist, a health professional in the community, or need to return to the hospital.



If needed, you might stay in the hospital or be moved to another hospital for certain tests, treatments, or ongoing medical care.



Scan for all
Emergency
Instructions