

Welcome to the Emergency Department

When you arrive



Be prepared to show your Health Care Card and tell us the reason for your visit.



Image by Paul Brennan from Pixabay.com

Keeping you safe – COVID-19

We ask screening questions to help us know who might have been exposed to COVID-19.

We might move you within the Emergency Department a few times. It will be hard at times for everyone to keep 2 or more meters (6 feet) from each other (physical distancing).

Help us protect everyone in the Emergency Department:

- Wear a disposable medical mask at all times. If you don't have one, we will give you one.
- Clean your hands often with soap and water or alcohol based hand sanitizer. Gloves do not protect from COVID-19. Clean hands do.
- Try not to touch your eyes, nose, or mouth without cleaning your hands first.

We only allow essential visitors at this time. We ask all essential visitors to wear a disposable medical mask and clean their hands often too.

Do I have to pay for emergency care?

If you show us a Medical Services Plan (MSP) or other province health card, you do not pay.

Fraser Health is required to collect fees for medical treatment of uninsured residents of Canada and non-residents. If you need more information, ask the registration clerk.

What can I expect?

Our Triage nurse sees everyone first. After this, we might direct you to another area for some tests to be done before you see the doctor.

While here, we will probably move you to different areas. You likely will not spend the whole time in one stretcher or chair.

We will ask you to share your health information. More than one person might ask the same questions. This is to make sure tests and treatments are safe for you.

Our doctors see the sickest people first. For this reason, you might notice people who arrive after you are seen before you.

It is impossible to predict how long you will have to wait. How much time you spend here depends on how long it takes to see a doctor and what kinds of tests and treatments you need.

Delays can occur at any time. We try to make you comfortable while you wait.

Any time after you have checked in and want to leave the Emergency Department for any reason, please tell the nurse.

If you do not speak or understand English well enough to talk about your health, let us know. We will arrange for a medical interpreter.

How can I take care of myself?

- Check to see if all the information on your hospital wristband is correct. If not, tell your nurse.
- Make sure that both you and your essential visitor wear a mask and clean hands often.
- If you need to use the bathroom, please check first to see if we need a sample from you.
- Before you eat or drink anything, ask your nurse if it is okay. Eating or drinking could delay tests or treatments.
- Tell your nurse if you feel worse than when you arrived.
- Ask your nurse or doctor questions if you do not understand your tests or treatments.

Are my personal items safe?

If you can, please send home any valuables. We are not responsible for lost items.

We send any items found after you leave to the lost and found area of the hospital.

How will others know how I am?

Make sure we have current contact information for family members and your family doctor or nurse practitioner in case we need to contact them.

Please pick one person to be the main contact for your family and friends. This person can phone in for updates and share this information with your family and friends.

BC privacy laws do not allow us to give any medical information over the phone to anyone unless you agree.

What about parking?

A private company runs the parking lot. If you have any parking problems, their contact information is on the meter.

Can I take information about my visit with me when I leave?

Before you leave, ask your doctor or nurse to print you what we call a Departure Pack. This includes information about tests and treatments you received in the Emergency Department.

You can also ask for an education sheet about how to care for yourself at home, if we haven't already given you something.

Who can I talk to about my care?

If you have your Departure Pack, please give it to your doctor at your next visit. We do not send full reports of your visit to your doctor.

Share any compliments or concerns with:

- Your nurse or doctor in the Emergency Department
- Patient Care Coordinator or nurse-in-charge
- Fraser Health Patient Care Quality Office: 1-877-880-8823

Who can I contact after I return home?

Contact your family doctor or nurse practitioner if you have questions or concerns about your health.

You can also contact:

Fraser Health Virtual Care
1-800-314-0999

10:00 a.m. to 10:00 p.m., 7 days a week
fraserhealth.ca/virtualcare

HealthLinkBC is open 24 hours:



Call 8-1-1

Available in 130 languages. For an interpreter, say your language in English. Wait until an interpreter comes on the phone.



HealthLinkBC.ca



fraserhealth.ca

Find locations for health care services