

## Are my personal items safe?

If you can, send home any valuables, including jewelry, money and personal identification. We are not responsible for lost items.

Any items found after you leave will be sent to the lost and found area of the hospital.

## Parking

The parking lot is run by a private company. If you have any parking problems, their contact information is written on the meter.

If you require change, please go to the cafeteria or the gift shop.

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

Before you leave, ask your doctor or nurse for a printed Departure Pack. This includes information about tests and treatments you received in the emergency department. You can also ask for a printed patient education sheet about how to care for yourself at home.

## Who can I talk to about my care?

The Emergency Department does not send full reports to your family doctor. If you have received a printed Departure Pack, please give it to your family doctor on your next visit.

## Share compliments or concerns with:

- Your nurse
- Patient care coordinator (PCC) or in-charge nurse
- Your ER doctor
- Fraser Health Patient Care Quality Office:

1-877-880-8823

[pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)

## Who can I contact after I return home?

Contact your family doctor if you have questions or concerns.

Contact HealthLink BC.



Call 811



[www.HealthLinkBC.ca](http://www.HealthLinkBC.ca)



[www.fraserhealth.ca](http://www.fraserhealth.ca)

Find locations for health care services

[www.fraserhealth.ca](http://www.fraserhealth.ca)

This information does not replace the advice given to you by your healthcare provider.

Catalogue #264355 (April 2019)  
To order: [patienteduc@fraserhealth.ca](mailto:patienteduc@fraserhealth.ca)

# Welcome to the Emergency Department



Here is some information about:

- what you can expect
- how you can take care of yourself
- who you can ask if you have questions



## **What do I do when I arrive?**

Wait for your turn and then give your Health Care card and reason for visit.

You will be given a mask if you are coughing when you arrive. Please keep it on at all times, to protect yourself and others around you.

## **Do I have to pay for emergency care?**

If you provide a Medical Services Plan (MSP) card or other province card, you do not need to pay.

Fraser Health is obligated to collect fees for medical treatment provided to both uninsured residents of Canada and non-residents. If you need more information, ask at the registration desk.

## **Why do I need to give contact information?**

Please provide current contact information for family members, so we can call them if needed.

Family members can call us to find out how you are doing.

Specific medical information about you will not be given over the phone because of BC privacy laws, unless you give your consent.

Please only have one family member phone for updates, and share those with the rest.

## **What can I expect?**

All patients are seen by the Triage nurse. After this, you may be directed to another area for some tests to be done before you see the doctor.

The sickest patients will be seen by a doctor more quickly. For this reason, you may notice patients who arrive after you are seen before you. You have not been missed.

It is impossible to predict how long you will have to wait.

How much time you spend in the emergency department 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, when all stretchers are occupied or when staff are busy with an emergency. We will try to make you comfortable while you wait.

If you are admitted to the hospital, you may have to stay in emergency. You will be moved as soon as possible, when a bed becomes available.

## **What if I have to leave the waiting room area?**

Please tell the triage nurse if you are leaving the waiting room for any reason.

This way, if you are next to be seen, we will know where you are, and that you are planning to come back.

## **How can I take care of myself?**

Here is what you can do to take care of yourself if you are able:

- Check to see if all the information on your identification wrist band is correct. If not, tell your nurse.
- Share your information with us. You may be asked the same questions by more than 1 person to make sure you receive tests and treatments that are safe for you.
- To prevent infection, wash your hands before you eat, after you use the washroom, and when you enter or leave the emergency department. It is okay to ask your caregivers if they have cleaned their hands before caring for you.
- If you need to use the bathroom, please check first to see if we need a urine sample from you.
- Ask your nurse before you eat or drink to avoid delays with tests or treatments.
- Tell us if you feel worse than when you arrived.
- Ask your nurse or doctor questions if you do not understand your tests or treatments.
- Ask a family member to stay with you if you have trouble remembering, or trouble speaking or understanding English.
- Interpreter services might not be on site, but arrangements can be made.