



Your Care in the Emergency

The Surrey Memorial Emergency Department will make sure you get the care you need. Everyone coming to the emergency is seen as soon as possible by a triage nurse. The triage nurse makes sure that the sickest patients are seen first. Patients with non life-threatening conditions may have to wait.

After talking to the triage nurse, you will be registered. The clerk will ask for your name, address, phone number, health card number and the name of your family doctor.

After you have been registered, please take a seat in the waiting area.

If you need to stay at the hospital, you will be moved to a bed as soon as possible. During busy times, you may have to wait in the Emergency until a bed is available somewhere else in the hospital. While waiting in the ER may not be ideal, you will get the care you need until you are moved to another bed. We appreciate your patience while you wait.

If you are able to go home from the Emergency, you will be given plans to care for yourself at home. You may also be asked to call your family doctor about your visit to the Emergency.



WHY THE WAIT?

Emergency Department
Surrey Memorial Hospital

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Visiting the Emergency Department can be stressful. The Emergency is a busy place and there are no appointments. People come to Emergency with many conditions including serious injuries and minor illnesses. The Emergency at Surrey Memorial Hospital is one of the busiest in Canada with over 65,000 visits each year. There is no “first come, first served” in the Emergency - we see you as soon as we can, but those with the most serious illness or injury will be seen first. Emergency care takes time, and while we understand that waiting may be inconvenient, we thank you for your patience.



Why Does Emergency Have Long Waits and Overcrowding?

Overcrowding in the Emergency Department occurs when many people need emergency care at the same time. This can happen when there is an accident with many seriously injured people, or during an outbreak of an illness like the flu. Sometimes it happens because patients are waiting in the Emergency for a bed to open up in the hospital, or to be moved to another location for care. During the winter, Emergency Departments have more people visiting because of winter illnesses like the flu and stomach viruses.

Another reason for waits is our growing community.

- 800 people move to Surrey each month with more people visiting the hospital for health care.
- Our population is getting older. Over the next 20 years, we will see an increase in people 85 and older.
- This change in our population means there is more need for health care services, including emergency services, in our community.

We are working to shorten Emergency wait times and we are grateful your support of Surrey Memorial Hospital.