

Your Guide to the Emergency Department and The Credit Valley Hospital

Information for Patients and their Families

We know that coming to a hospital can sometimes be a stressful and difficult experience. To help you better understand what to expect when you arrive at Credit Valley, and when you enter the emergency department, we have provided some information below.

Arriving at Emergency

When you arrive at the emergency department a specially trained triage nurse will talk to you about your illness or injury. The triage nurse will decide the urgency of your condition which will determine how long you will likely wait before you are seen by a doctor. The availability of a treatment area will also be a factor in how quickly you are seen by a doctor. If a patient with a more serious illness arrives after you, they may be seen first.

It is important to bring your valid health card, other medical papers and any additional medical coverage you may have, when you come to the hospital. You will also be asked to provide information on any medications that you are taking.

If you feel that your condition gets worse while you are waiting, please notify the triage nurse immediately. If you decide to leave the emergency department prior to being seen by a doctor, please tell the nurse. All patients that leave prior to being seen by a doctor may be contacted at home for follow-up.

Family and Significant Others

We know that you will likely want a family member or someone to stay with you while you are in the emergency department. For safety and confidentiality reasons, only two support persons are allowed. Support persons should act as the key contacts between the staff and family members in the waiting areas/at home.

Other Important Information

If you do not understand English, please ask for an interpreter. The Credit Valley Hospital uses a variety of interpretation options including volunteers and professional interpreters.

The hospital is not responsible for lost or stolen objects. Send all valuables and belongings home. If this is not possible, safekeeping envelopes are available for your use. Please ask the nurse for more information.

Hand washing is the best way to decrease the spread of infection. Please wash your hands frequently. If you are feeling sick, please do not accompany or visit a patient.

The Credit Valley Hospital is a smoke-free facility. No smoking is allowed in the hospital or on the entire hospital grounds – for everyone's health and wellbeing.

We encourage patients or their support person to ask questions about their care. Please let us know if there is anything else that we can do for you or your family to ensure that you receive the best care possible.