

EMERGENCY ROOM SERVICES

Labrador-Grenfell Health wishes to advise clients of a new procedure in the Emergency Room (ER) Department. Most hospitals have adopted the Canadian Triage Acuity Scale (CTAS). The scale helps healthcare providers sort emergency patients into categories or levels of priority for treatment. If you are seriously ill or injured, you will be seen and treated sooner.

■ *What happens when I go to the ER?*

If you are seriously injured, need immediate medical attention, or are unsure, go directly to **Emergency Room #4**. If you need attention, but your condition is not serious, take a number and wait to be called to the registration desk.

After registration, you will return to your seat. A nurse will call you in and

assess the severity of your illness or emergency. If you call the ER, you will **not** be given an appointment.

■ *What happens after regular business hours or there is no one at the registration desk?*

Do not take a number. Go directly to **Emergency Room #4**.

■ *What happens after I am assessed?*

The assessment takes into consideration your vital signs and how much pain you are in. A nurse will give you a CTAS level and tell you to wait for your name to be called.

■ *What are the CTAS levels and what are some examples of what they mean?*

- **Level 1 is Most Urgent**, such as major trauma, unconsciousness, heart stops beating;



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- **Level 2 is Very Urgent**, such as chest pain, trouble breathing;
- **Level 3 is Urgent**, such as asthma and stomach pains, temperature over 40 degrees C, and sick babies less than 3 months;
- **Level 4 is Less Urgent**, such as stitches required, broken bones; and
- **Level 5 is Not Urgent**, such as removal of stitches, getting a prescription or medical certificate.

■ *Why are some people called ahead of me?*

The CTAS levels are used to prioritize patients. You will be called when it is your turn, depending on the time you arrive, your triage level, and your condition.

■ *How long will I have to wait?*

Waiting times are difficult to predict. It depends on the **number of** patients who present at the ER department **and/or** their condition. The situation can change quickly.

■ *What else should I know?*

- If your condition changes, please tell a nurse **in Emergency Room #4**.
- If you decide to leave the waiting room and go home, please tell a nurse **in Emergency Room #4**.
- If you need anything to make your wait more comfortable, such as water and blankets, please tell a nurse in **Emergency Room #4**.
- If your waiting time is extended, a nurse will speak to you and advise when you could expect to be seen by the physician.
- All patients must have their MCP card or any other provincial health care cards when they register.

The CTAS system has been adopted to improve the standard of care and ensure the right treatment is provided to the right patient at the right time. If you have questions about the process being used at the hospital, speak to a nurse on duty in the Emergency Department.