

Thank you for choosing St. Joseph's Healthcare
Hamilton for your care.

Today you were diagnosed with:

Please follow up with:

Your family doctor or health care
provider as needed or return to the Emergency
Department if your health problem gets worse

Specialist as arranged (see appointment card)

Other _____

Please return to the Emergency Department on:

Date: _____

For: _____

Caregivers (Nurses, Doctors, Unit Clerks,
Technicians and Others):

Attention: Please retain this document for your records.

Emergency Department Passport to Care



“It is an honour to serve
our community.”

905-522-1155 ext. 33997

Welcome to St. Joseph's Emergency Department

You can use this Passport to Care to help guide you through your visit. Check the steps off as you move through your care here.

Remember:

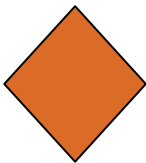
- Do **not eat or drink** anything until you have been seen by the doctor.
- Patients need to sit while they wait. **Visitors need to stand** any time a patient needs a seat.
- Tell a nurse right away if your **condition changes** or gets worse.

Finding Your Way



At certain points during your visit you may need to go to another place in the Emergency Department or the hospital. You will be told what sign to follow to get there. When you arrive at the next place, be sure to check in and tell them you are there.

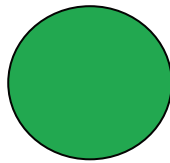
X-Ray



Rapid Assessment
Zone



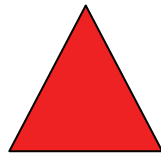
Observation



Offload



Critical Care



Step 1 – Triage

You first see a Registered Nurse who listens to your health concerns and takes your blood pressure and temperature.



Step 2 – Initial Assessment Protocol (11am-7pm)

You are seen right away by a doctor and give more details about your health problem. Tests may be ordered or you may be discharged home.



Step 3 – Testing and/or Treatment

At this point a doctor has decided that you need some tests done or some treatment or both.

For example, some tests are:



X-rays – Done by a technologist. Results come back fairly quickly, but must be reviewed by a doctor.



Blood tests – After your blood is taken the results can take some time. This depends on the number and type of tests ordered. You may have to wait a few hours to hear about the results.



ECG (Electrocardiogram) – A heart test done while you lie still. It takes a few minutes and does not hurt.



CT Scan or Ultrasound – Special tests done in another part of the hospital. They will be explained to you.

Treatment- Treatment depends on your health problem.

Treatment is often given by the nurse and may include:



- Having a thin tube put into a vein to give you fluids called intravenous therapy, taking medication, or using an inhaler to help you breathe.

Your nurse will ask you and watch to see if the treatment is helping you or not.



Step 4 – Reassessment and Disposition

At this time, the doctor and nurse work together and assess how you are doing. This is when a decision is made if you can go home, need to see a specialist, have more tests or stay in the hospital.