

**For health advice or general health information,
call Telehealth Ontario:**

- 1-866-797-0000

If you need a family doctor try this website:
www.hamiltondoctors.ca/find_a_doctor.php

**If you need a family doctor or nurse practitioner,
call Health Care Connect at:**

- 1-800-445-1822

A family doctor or nurse practitioner provides ongoing healthcare and becomes familiar with your health history. This health care professional or team can diagnose and treat common illnesses and injuries, do routine checkups, give flu shots and routine vaccinations, refer to specialists and support your health care in many other ways.

Ontario Region Poison Control Centre:

- 1-416-813-5900

St. Joseph's
Healthcare  Hamilton

St. Joseph's Healthcare Hamilton
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St. Joseph's
Healthcare  Hamilton

Welcome to Urgent Care

Open: 8:00 a.m. to 10:00 p.m. daily

2757 King Street East
Hamilton, Ontario L8G 5E4
Telephone: 905-573-7777

Urgent Care looks after problems such as:

- cuts, scrapes, sprains, deep bruises, small fractures
- vomiting, diarrhea, abdominal pain
- minor to moderate asthma
- fever, sore throat, earache
- upper respiratory infection
- urinary tract infection, bladder infection

**For emergency and life-threatening problems
call 911 or your local emergency number.
You need to go to a Hospital Emergency
Department right away. Do not drive yourself.**

www.stjoes.ca

- Carry a list of your current medical conditions, allergies, past problems and surgeries
- Make sure you know what to do when you leave the hospital, clinic, program or office; for example how to look after your cast.

Patient Relations – Compliments and Complaints

We work hard to provide the care you need as quickly as we can.

We thank you for coming to the Urgent Care at St. Joseph's Healthcare Hamilton.

At St. Joseph's Healthcare Hamilton we expect that everyone will treat each other with dignity and respect at all times. We invite you to contact us if you have comments, compliments or questions about the care you received.

You can call 905-522-1155 ext. 36838 and leave a message.

When you call with a compliment, we will pass this message on. When you call with a complaint, we will try to resolve the problem using respect, compassion, confidentiality and fairness for all involved.

You and Your Belongings – Working Together to Keep Them Safe

As partners in your care, you can help us by:

- Leaving items that you value at home.
- Making sure you take everything with you when you go into an exam room, into a room for tests, into a washroom etc.

St. Joseph's Healthcare Hamilton cannot guarantee the safety of your belongings.

St. Joseph's Healthcare Hamilton does not provide replacement or reimbursement for any lost, damaged or stolen items. This includes money, clothing, jewellery, and mobile and electronic devices etc.

Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care you should be an active member of your health care team.

Here are some ways to **Be Involved**:

- Ask questions and talk about your concerns
- Know the medications you take and why you take them
- Carry a current list of medications and herbal products you take to share with all health care providers

When you arrive

1. Clean your hands using a hand pump.
2. Take a number and go to the waiting room.
3. Put on a mask if you have a cough.
4. Have your health card and a list of your medications and allergies ready for the nurse.
5. Have your arm ready to have your blood pressure measured (no jacket, sweater etc.)
6. The Triage nurse will call your number and:
 - ask about your problem and medical history
 - assess your condition
 - take your temperature, heart rate and blood pressure
 - may give you a mask to wear
 - remind you not to eat or drink anything while you are here
 - decide where you go next



Each person is waiting for a different reason. The Triage nurse's job is to decide who must be seen right away due to urgent conditions and who can wait for less urgent needs. This changes minute by minute as new patients arrive.

After the Triage nurse sees you, the Registration clerk registers you in the computer.

You may go right into an exam room or you may sit in the waiting room. If you are in the waiting room, a staff member will come and get you when it is your turn.

If you start to feel sicker while you are waiting, tell the Triage nurse at the desk right away.

When you are in an exam room:

The nurse may check your blood pressure, temperature, breathing and heart.

The doctor will ask you some questions and examine you. The doctor may order some blood tests and/or x-rays etc.

If you have tests done these take time. It also takes time for the results to be ready. You may wait in the exam room or you may wait in the waiting room until the results are ready.

When your exam and tests are done:

The doctor will talk to you and tell you what your plan of care is:

- You may need to follow a treatment plan at home and the nurse or doctor will explain this to you.
- You may get some instructions to read and follow at home.
- You may get an appointment to see a special doctor or come to a clinic.
- You may need to go to the pharmacy and pick up some medication to take.

Ask any questions before you leave.

While you are here:

- Talk to a nurse before having anything to eat or drink or giving your child anything to eat or drink if your child is the patient.
- Check with a nurse before going to the bathroom. A urine sample may be needed
- Do not leave without talking to a nurse first.

If you decide to leave before being seen by a doctor, please tell the nurse that you are leaving.

What to bring to Urgent Care:

When you know you are coming to Urgent Care bring:

- ☐ Ontario Health Insurance card and any other health insurance information such as Blue Cross or Great West Life
- ☐ a current list of medications and allergies
- ☐ medical records or letters that may help your care
- ☐ book, quiet toy, extra diapers if you are bringing a child – check with a nurse before feeding a child if the child is the patient.