

Alberta Health Services - Calgary region

Calgary Health Link 943-LINK (5465) Calgary and area
1-866-408-LINK (5465) toll free
www.calgaryhealthregion.ca



WELCOME TO THE URGENT CARE CENTRE

PATIENT INFORMATION

INTRODUCTION

Urgent Care Centres are medical facilities for people who have unexpected but not life-threatening health concerns that require same-day treatment. People with life-threatening or potentially life-threatening conditions **should NOT go** to an Urgent Care Centre. They should go immediately to the Emergency Department or call **911**.

The Urgent Care team is made up of nurses, doctors, and other health care providers. An Urgent Care Centre can treat patients of all ages with conditions such as fractures, sprains, lacerations, asthma, dehydration, pain and infections that may require intravenous therapy.

There are currently two Urgent Care Centres in Calgary:

Sheldon M. Chumir Health Centre Urgent Care
1213 – 4th Street SW
Hours: 24 hours a day, 7 days a week

South Calgary Health Centre Urgent Care
31 Sunpark Plaza SE
Hours: 8:00 am to 10:00 pm, 7 days a week

Thank you for your patience...

We know that patients and families are often frightened and upset when they come to an Urgent Care Centre. As well, wait times may be longer than expected. Please understand it is not the nurses, doctors, or the Urgent Care Centre's fault you are waiting. If you are waiting, it is because there are patients sicker than you who need our attention first.

PLEASE DO NOT LEAVE WITHOUT BEING SEEN BY A DOCTOR.

Just because you may not be the sickest person in the department does not mean you are not sick. We know that waiting is discouraging. We will ensure you are treated as quickly as possible.

In the Waiting Room

Q: Why do I see a nurse right away?

A: A nurse with special training, known as a triage nurse, decides how quickly you need treatment and in which area of the Urgent Care Centre the care needs to happen. You will be asked questions about your health problem and your general health.

Once the triage nurse has assessed you, a chart will be made for you at the registration desk. Please remember to bring your Alberta Health Insurance number with you. If you do not have your card, you will not be refused urgent care. However, you or a family member will be asked to bring it in or call with the information as soon as you can.

Q: Who gets seen first? Will I have to wait?

A: Urgent Care is not a first-come, first-serve system. Sickest patients are treated first. How sick patients are is determined by the triage nurse using the Canadian Triage Acuity Scale (CTAS).

Q: How long will I have to wait?

A: We will do our best to let you know when you will be treated. This can be very hard to do because things can change quickly. While the Urgent Care Centre may look quiet while you are waiting, it may be very busy in the area where patients are being treated. If a few patients come in who are sicker than you, it may cause a delay in your care.

Q: What do I need to know while I wait?

A: **If you begin to feel worse, let the triage nurse know right away.** Please do not leave the Urgent Care Centre without being treated. We understand that waiting is frustrating but we will ensure you are treated as quickly as we can.

Q: Why does the triage nurse keep asking me the same questions?

A: Triage is an on-going process. This means that the triage nurse has to reassess patients often. This is because a patient's condition may improve or get worse while waiting for treatment.

The triage nurse is assessing new patients who arrive as well as all the patients who arrived earlier.

In the Urgent Care Centre

Q: Who will care for me in the Urgent Care Centre?

A: The Urgent Care team is made up of doctors, nurses, orthopaedic technologists, a mental health crisis team, clerical/support staff and volunteers. You or your family member may also see students and residents from different healthcare professions (e.g. medical, nursing, and other healthcare professionals) who work closely with our staff.

Q: What can I expect?

A: Once you are taken into the Urgent Care Centre, a nurse will ask more detailed questions about your health condition. The nurse may take your temperature, and check your heart rate and blood pressure. The nurse may also ask to take a blood sample or ask you for a urine sample.

A doctor will then come to examine you. The doctor may ask some of the same questions again. Once the doctor has examined you, a number of things may happen. For example, tests may be ordered such as an ECG or X-ray.

Q: Why do tests take so long?

A: Most tests take time. Sometimes, it depends on the type of tests taken; sometimes it depends on the number of tests being processed at the same time. We will do our best to let you know how long it will be.

Q: What if I have a question?

A: We want you to know about and understand your care. Please ask your nurse or doctor questions if you do not understand what is happening during your visit.

Q: Are visitors allowed in the treatment area or must they stay in the waiting room?

A: Visitors are allowed into the treatment area. Before visitors can come into the department area, they must check in with the triage nurse. Visitors may be asked to take turns visiting one at a time due to the department's activity.

Visitors may be asked to leave for patient examinations or if something private is happening behind the next curtain.

Q: What should I do with my personal belongings?

A: **You are responsible for your personal belongings.** Please give them to a family member or friend for safekeeping or keep your belongings with you at all times.

Going Home

Q: What happens if I can go home?

A: When you are released from the Urgent Care Centre, you will be given instructions on how to care for yourself at home. You may be asked to follow-up with your family doctor or a specialist. It is very important that you understand and follow the directions given to you. It is also important that you know signs and symptoms for which you should return or seek other medical care.

If you are not sure about any of the instructions you have been given, ask before you leave the hospital.

Q: Do I need to take anything with me?

A: Do not forget to take any treatments, medications, or prescriptions given to you. Please also check that you have all your personal belongings before you leave.

Being Admitted to Hospital

Q: What if I am admitted to hospital?

A: If you are admitted, it may take time to arrange for a bed in an Emergency Department or on the most appropriate patient care unit in a hospital. You will most likely be transferred to the hospital by ambulance. While you are waiting for a transfer, we will continue to care for you in the Urgent Care Centre. We will also do our best to tell you when you will be transferred. When you are moved to a hospital, please give all your personal belongings to a family member or ensure you take them with you.

Other Information

Q: Can I use my cell phone?

A: Cell phones are **not** allowed in any patient care areas. Please turn off your cell phone while in the Urgent Care Centre. Cell phones may be used outside.

Q: How can I practice infection prevention?

A: Infection prevention is very important. You can help decrease the risk of infection by:

- washing your hands well
- not visiting someone in the Urgent Care Centre if you have a cold or flu
- using designated washrooms appropriately (e.g., patients, public, and staff)

If You Have a Concern about Your Care

Your feedback is welcome when you want to recognize people for the care they provide or when something about your care or experience concerns you. Your feedback helps us improve.

If you have a concern about your care, you are encouraged to first talk to a member of your care team (nurse, doctor, unit manager, or other care provider). These people will be most familiar with your situation and are likely in the best position to help you quickly.

You can also send your feedback or concern to the **Office of Patient Relations:**

Internet: www.calgaryhealthregion.ca.

Click on "Patient Resources" in the top menu bar. Under "Patient Feedback" select "How to send feedback". Click on appropriate feedback form (on-line or hard copy). Follow directions.

Email: patient.relations@albertahealthservices.ca

Phone: (403) 944-2080 or (403) 944-2077

Health Link: (403) 943-LINK (5465) in the Calgary area
or **toll-free** at 1-866-408-LINK (5465)

Fax: (403) 944-8955

Mail: Patient Relations
Alberta Health Services - Calgary region
10101 Southport Road SW
Calgary, AB T2W 3N2

Thank you!

**Your cooperation and understanding
is greatly appreciated.**



Alberta Health
Services

R E S P E C T

Everyone *wants* it.

Everyone **DESERVES** it.

This is a place of respect
for patients,
visitors and staff.

