



NIAGARA HEALTH SYSTEM
SYSTÈME DE SANTÉ DE NIAGARA
TOGETHER IN EXCELLENCE - LEADERS IN HEALTHCARE

We're still here to care for you

Urgent Care Information Session

September 2009



Douglas Memorial Site staff - RN Joanne Jackson, Dr. RJ Kamatovic, Admin Assistant Pam Mackie



Q: What services will still be provided at Douglas Memorial Site ?

ANSWER:

- ✓ 24 hour – 7 day a week Urgent Care Centre – walk-in treatment for non-life or limb threatening injuries and illness – September 2009
- ✓ Capacity to treat, stabilize and transfer
- ✓ 40 Complex Continuing Care beds; 6 observation beds
- ✓ Surgical and medical outpatient clinics
- ✓ Lab, x-ray/ultrasound, pharmacy



Q: What is going to happen to the 'H' sign?

ANSWER:

- ✓ The 'H' will stay on the building
- ✓ The NHS is one Hospital with seven entrances and when you present to any of our sites you are in the NHS hospital system
- ✓ Not all sites have identical services so we are educating residents about where they go to access certain specialized services.



Q: Will there still be doctors at Douglas Memorial Site?

ANSWER:

- ✓ YES – same medical staff and nurses that serve in ER will be available in the Urgent Care Centre 24/7
- ✓ Local family physicians will be responsible for the medical care of the observation bed patients and the complex continuing care patients who are admitted to the 40 beds at Douglas Memorial



Q: Will nurses take care of patients in the Douglas Memorial Urgent Care Centre?

ANSWER:

- ✓ YES - 2 emergency-trained RNs will staff the UCC 24/7 with the physician. They'll have clerical support 16 hours a day
- ✓ Staffing has been determined after reviewing other Ontario UCCs with same number of patient visits
- ✓ We currently see 20,955 patient visits/year at Douglas ER – or approximately 57 per day



Q: What do I do when I am sick?

ANSWER:

- ✓ Think about what it is you need – do you have a minor ailment? Would you go to a Dr's office if you could? If you can't, then go to an Urgent Care Centre.
- ✓ Do you think you need admission to hospital? Do you need a specialist? Then go to an Emergency Department.
- ✓ Are you having difficulty breathing, chest pain, symptoms of stroke? Call 911.



Q : I need IV medication, can I still go to Douglas Memorial Site after the change to Urgent Care is made?

ANSWER:

- ✓ Yes - Medical and surgical clinics will still be available for outpatients.
- ✓ Clinics include services for blood transfusions, medication infusion, lumps and bumps, non-urgent specialist consultations.



Q: What kind of care do people get while in ambulance?

ANSWER:

- ✓ All paramedics can provide symptom relief, defibrillate and monitor vital signs.
- ✓ Advanced Care Paramedics can also start IVs, give emergency medications IV, intubate and perform other advanced skills.



Q: Where will patients go by ambulance – will they automatically go to Niagara Falls?

ANSWER:

- ✓ NHS working with NEMS on patient distribution protocols for appropriate non-emergent patients to be transported via ambulance to the Douglas UCC
- ✓ Acutely ill emergent patients will be taken to the most appropriate ER in the NHS
- ✓ Greater Niagara Site houses the Niagara Stroke Centre – a protocol to redirect ambulance patients with stroke symptoms directly to that centre has been in place for several years



Q: What will happen if I go to Urgent Care but my case is an emergency and I should have called 911?

ANSWER:

- ✓ If people self-triage incorrectly and come to Urgent Care with an emergency, we will never turn patients away.
- ✓ We have the capability of stabilizing and transporting patients to another site.
- ✓ We are one hospital with seven entry points to care and we will ensure that you get the right care at the right site.
- ✓ The same doctors and nurses will be there for you, working with the same equipment they currently have in the department.



Q: How are patients transferred?

ANSWER:

- ✓ Residents use different modes of transportation to access hospital-based services:
 - **Surgical Appointments and Outpatient Clinic Visits** – Residents use Niagara Specialized Transit, taxi, municipal bus, self/family vehicle
 - **Inpatient Transfers** – This refers to site-to-site transfers of inpatients for their ongoing care or for diagnostic tests or procedures only available at another site. This transportation is provided by the NHS using contracted service providers, such as Ontario Patient Transfer.
- ✓ An integrated regional transit system is long-awaited and NHS is participating in discussions with regional partners.



Q: What local public transit services are available?

ANSWER:

Fort Erie has a variety of transit services. **Details at www.town.forterie.ca**

- **FORT ERIE TRANSIT** - 7:30 a.m. to 7:35 p.m. Mon. to Sat., call 905-871-3030, Fare is \$2. Route goes to Crystal Beach with bus stop at DMH.
- **TRANSPORTATION TO & FROM NIAGARA FALLS** - 6:30 a.m. to 6:45 p.m. Mon. to Fri., Fare is \$3.75. As of Sept. 8 the Town of Fort Erie is providing public transit to and from Niagara Falls – 7 round trips per day. Walmart is pick up/drop off in both places. This service makes connections with Niagara Falls buses at no extra charge.
- **FAST – FORT ERIE ACCESSIBLE SPECIALIZED TRANSIT** – 8:30 a.m. to 4:30 p.m. Mon. to Fri., call 905-871-4655, Fare is \$2. Curb-to-curb service for seniors and those with disabilities within municipal Fort Erie.
- **NIAGARA SPECIALIZED TRANSIT** – Mon. to Fri., 7 a.m. to 10 p.m. + Sat. 8 a.m. to 4 p.m., call 1-866-487-7765, Fare starts at \$7.50. Curb-to-curb service between municipalities operated by Regional Niagara and Cdn Red Cross. Details at www.regional.niagara.on.ca



Q: What about the renovations that have taken place in the ER?
Was that a waste of money?

ANSWER:

- ✓ For many years, we wanted to create better privacy for patients being triaged and registered. Last year, we were able to do this.
- ✓ We've created a private triage space, a big improvement from patients being triaged in the main hall in front of everyone.
- ✓ Now, there's also a private registration area, so patients are no longer sitting in the waiting room when they register.
- ✓ Also, a sound masking system was installed in the ceiling to create more privacy in these areas.
- ✓ The nursing station & physician consult area has been updated and enlarged, creating much better staff workspace and flow.
- ✓ All these changes mean we're using the floorspace better and improving both flow and privacy for patients. This better space will serve our Urgent Care patients well.



Q: Is the new St. Catharines hospital being built to replace Douglas Memorial?

ANSWER:

- ✓ NO, the new facility being built in west St. Catharines is a regional centre for cancer, cardiac and mental health services and a local acute care hospital to replace the aged St. Catharines General and Ontario Street sites serving the local community of St. Catharines, Thorold and immediate area
- ✓ The new hospital will house 375 in-patient
- ✓ There are 869 in-patient beds across NHS' six sites
- ✓ 46 beds will be at the Douglas site



Q: How will the change to Urgent Care at Douglas affect the American summer residents?

ANSWER:

- ✓ American residents will not experience any change
- ✓ American residents are welcome to use the UCC in the same manner they accessed the ER at Douglas
- ✓ American residents can continue to call 911 and use ambulance
- ✓ Basically, nothing changes in that American residents have access to 911 when in Canada and will be transported to a Canadian hospital unless they meet criteria involving severe trauma whereby Niagara Emergency Medical Services can request the Base Hospital for permission to bypass the closest Canadian facility and transport directly to Erie County Medical Centre.



Q: How will you know that the Urgent Care Centre is working well?

ANSWER:

- ✓ We will measure and monitor indicators such as wait time and treatment time
- ✓ Type of patients presenting will be closely monitored – CTAS 3, 4, 5
- ✓ UCC Patient satisfaction survey
- ✓ These indicators will be tracked and posted on our website in a Report Card format



Q: Is this the only information session?

ANSWER:

No, another Public Info Session booked

✓ **Tues., Sept. 23** – Stevensville Memorial Hall, 6 to 8 p.m.





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Looking for more information?

- ✓ Attend the next Public Info Session
- ✓ Go to www.niagarahealth.on.ca
- ✓ Fact Sheet and Newsletter handouts today
- ✓ Fill out comment card and provide your email so we can send you *Niagara Health Now* for regular updates
- ✓ Brochure insert in Sept. 26 Ft. Erie Times