

# Frequently Asked Questions

## WHAT IS THE EMERGENCY DEPARTMENT? (ED)

The ED is the entry point for all patients where we treat and determine if you require admission to the hospital.

## WHO IS ON OUR TEAM?

Our health-care team consists of Nurses, Doctors, Respiratory Therapists, Physiotherapists, Pharmacists, Dietitians, Social Workers, Occupational Therapists, Spiritual Health Practitioners, Unit Clerks, Nursing/ Unit/Rehab Assistants, Students of all health-related disciplines and **YOU**.

## WHAT IS THE VISITATION PROCESS?

**Virtual Visits:** We support FaceTime, Zoom, and Microsoft Teams when in-person visits are restricted.

**In-person visits:** Per current Public Health Orders, in-person visits are restricted in the ED. Visitor requests will be screened, and approval granted in accordance with Public Health and Safety Guidelines. For more information, visit [www.hsc.mb.ca/covid-19/](http://www.hsc.mb.ca/covid-19/)

**Visitors** must follow hand hygiene, physical distancing, respiratory hygiene, wear a mask or Personal Protective Equipment as required.

**Don't visit when you are sick.** Patients in the ED are very sick and can be sensitive to outside illnesses.

**The ED is a scent-free zone.** Please refrain from wearing artificial scents.

**Check in at the ED Front Entrance.** Upon arrival and whenever you have questions.

**Turn down the volume.** Minimize your conversations in patient care areas.

**Abusive behavior towards staff, patients and visitors is not permitted.** We are committed to providing quality care that respects the dignity of all individuals.

**Don't leave belongings unattended.** We are not responsible for lost or stolen items.

**Items which may be restricted at bedside include:**

- Electronic devices
- Flowers or plants
- Latex balloons
- Food or drinks

## HOW IS INFORMATION SHARED?

**Daily Rounds:** Held every day at 9 a.m. with the interdisciplinary teams to discuss patient care. Around 11 a.m. every day, families are invited to connect with the ED team for an update. Due to high volumes of calls, it may take a few minutes for someone to pick up. Please be patient with us.

**Patient Updates:** Our team members are the best source of information and are available to speak with you upon request. We request that families identify 1-2 family members to be family liaisons or a spokesperson to communicate updates to the patient's family members.

**It's Okay to Ask:**

- Ask us to explain any medical terms or words that you do not understand.
- Ask us about the risks, benefits and alternatives to any test or treatment.
- Ask us about the purpose and potential side effects of any medication.
- Ask us to assist you in communicating with your loved one.

## HOW CAN FAMILIES HELP?

**Choose a family spokesperson.** This is the person we will contact to provide updates and help make care decisions.

**Provide us with a complete list of current medications.** Please include any prescribed and over-the-counter medications, and all dietary supplements like vitamins, minerals, and herbal health products.

**Follow all posted precaution signs.** You may be asked to wear a gown, gloves and mask to protect patients, families, visitors, and health-care workers from the spread of germs that cause sickness.

**Help us prevent infection.** Wash your hands with soap and water or hand sanitizer gel frequently, before and after contact with your loved one, and every time you enter and exit the ED.

**Help us protect patient privacy.** Please do not discuss patient health information with others and/or post what you see/hear on social media. Photographs, audio and video recordings are not allowed.

**Participate in patient care.** Ask your nurse about opportunities to get involved with care activities. Examples include assistance with entertainment (music, television and reading), meals, oral care, baths, pillow repositioning and applying lotion to the skin of your loved ones.

**Take care of yourself.** It is important that you take time to eat, drink fluids and rest. Ask us for information about our family rooms and quiet areas, and for directions to the cafeteria.

**Offer suggestions.** You know your loved one the best. Let us know if you sense any change in their condition that requires our attention.

## WHO CAN FAMILIES TALK TO?

Tell us about your experience. We listen to our families. Your feedback is important and will be used to improve the quality of our emergency services.

Let us know if you would like to speak with the Patient Relations Office, the ED Managers or any one of our Allied Health Care Professionals including:

- **Dietitians:** provide individualized nutritional support and inpatient diet education.
- **Occupational Therapists:** provide education which helps patients with their activities of daily living.
- **Pharmacists:** provide answers to your questions about inpatient medications.
- **Physiotherapists:** provide education which helps patients improve their functional mobility.
- **Social Workers:** provide counseling and help patients and families obtain services related to their unique needs.
- **Spiritual Health Practitioners:** provide spiritual and cultural care to people with different traditions, faiths, values and beliefs.

## WHAT RESOURCES ARE AVAILABLE?

We support informed decision-making. Let us know if you would like to learn more about:

- **Advance Care Directives** – a legal document that helps the health-care team understand your choices for resuscitation and other treatments.
- **Delirium** – a common state of confusion that is usually temporary but may develop suddenly in the ED.
- **Grief and Bereavement** – the process of understanding and working through the loss of a loved one.
- **Organ Donation** – the process of giving an organ or tissue to help someone that needs a transplant.

## WHAT SERVICES ARE AVAILABLE?

**Language Access Interpreter Services:** We provide in-person and over-the-phone interpreter services in several languages and dialects. Let us know your communication needs and/or preferences, and we will arrange access to a trained language interpreter.

**Indigenous Health Services:** We provide First Nations, Inuit and Metis communities with language interpretation, patient advocacy, discharge planning and spiritual/cultural care. Call 204-940-8880 or toll-free 1-877-940-8880.

**Home Care Services:** We provide effective, reliable and responsive community health care services which support independent living, develops appropriate care options with clients, and facilitates admission into long term care facilities when living in the community is no longer possible. Call 204-788-8330.

**Health Links – Info Santé** is a provincial telephone health information service. A registered nurse is available to speak with you 24 hours a day, 7 days a week. Call 204-788-8200, or toll-free 1-888-315-9257.

For more information about our Emergency Program, visit: <https://hsc.mb.ca/emergency/>

For a complete list of Shared Health Manitoba Services, visit: [www.sharedhealthmb.ca](http://www.sharedhealthmb.ca)

For a complete list of WRHA Locations, Programs and Services, visit: [www.wrha.mb.ca](http://www.wrha.mb.ca)

# WELCOME TO THE ADULT EMERGENCY DEPARTMENT (AED)

Information for Patients,  
Families and Visitors.



HSC Emergency 204-787-3160

“We know that this is a difficult time, and we are here to help and support you.”

Adult Emergency  
Program