

Your Emergency Department Visit Fishermen's Memorial Hospital

Emergency Department (E.D.) hours:

- › 7:30 a.m. to 9 p.m. every day
- People are seen by a doctor in order of need. **People are not seen based on when they arrive at the E.D.**

How are patients triaged?

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| Level 1: Life-threatening | For example: <ul style="list-style-type: none"> › Your heart has stopped › You have had a life-threatening trauma You will be treated right away. |
| Level 2: Emergency | For example: <ul style="list-style-type: none"> › You have symptoms of a heart attack or a stroke › You are not conscious › You are having a lot of trouble breathing › You are bleeding a lot |
| Level 3: Urgent | For example: <ul style="list-style-type: none"> › You have a head injury, a deep cut, or an object in your eyes or ears › You have chest pain › You have signs of a serious infection › You have urgent mental health concerns |
| Level 4: Less urgent | For example: <ul style="list-style-type: none"> › You have pain or a cut in your back, arm, or leg (like a break or a sprain) |
| Level 5: Not urgent | For example: <ul style="list-style-type: none"> › You have a sore throat › You have an infection that is not serious (like an ear infection) › You have a minor cut or bump › You need a prescription refill |

- When you come to the E.D., a triage nurse will ask you questions and check your condition. This will help them decide how urgently you need to be seen by a doctor.

Patient safety is our priority. If you choose to leave the E.D. before a doctor sees you, please talk with the triage nurse before leaving.

How can I give feedback?

Every day, we learn from patients, their loved ones, and support persons. When you tell us about your experience, good or bad, it helps us improve our care and service.

You can share your compliments and/or concerns with:

- Your health care provider
- The E.D. manager
- The Patient Relations team:
 - › Phone (toll-free): 1-844-884-4177
 - › Email: WZpatientrelations@nshealth.ca

This pamphlet is for educational purposes only. It is not intended to replace the advice or professional judgment of a health care provider. The information may not apply to all situations. If you have any questions, please ask your health care provider.

Find all patient education resources here:
www.nshealth.ca/patient-education-resources

Connect with a registered nurse in Nova Scotia any time:
Call 811 or visit: <https://811.novascotia.ca>

*Prepared by: Emergency Department, Fishermen's Memorial Hospital
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