Thank you for coming to the Emergency Department.

These Discharge Instruction are important and we ask that you take the time to read them. They include:

- Emergency Services in your area
- 1. Follow Up
- 2. Referrals
- 3. Specific Information About Your Condition
- 5. CCAC, Wound care & IV Antibiotics
- 6. Returning for Next Day Ultrasound
- 7. Planned Return for Further Care
- 8. The Most Important Thing to Know

Please note that Emergency Department Services in St Catharines are provided in two locations:

A. St Catharine’s General (SCG) Emergency Department at 142 Queenston St. This is a full service Emergency Department open 24 hours a day and receives over 55% of Niagara’s ambulances. More minor conditions will expect a longer wait here, but the department is always open. Tel (905) 278-4647 x4500

B. Ontario Street Site (OSS) Urgent Care Center, 155 Ontario St. is open from 8am to 10pm daily. Here we provide care for more minor emergencies like cuts, fractures, infections and injuries. Patient attending this facility should be able to ambulate & move around, and have a relatively minor condition to be able to be treated here. If you are unable to ambulate or if you have a major emergency like chest pain, abdominal pain, or shortness of breath go directly to SCG. Tel (905) 378-4647 x 63370

C. If you think your condition is life threatening, please call 911.

The following instructions are an important part of your care, so please read carefully:

1. FOLLOW UP:
   Emergency Department care is exactly that, merely emergency care. It is not a substitute for the care of your Family Doctor or Specialist. Please make sure that you call your medical practitioner as soon as you can to follow up on the care you received today. Most primary care providers and specialist receive copies of your results electronically or by mail. If you need to take the results with you, please ask. Please do not wait until the last minute to make your follow up appointment to the last minute. Plan and call early. If you do not have a family doctor, please visit www.niagaradocs.ca to register for one.

2. REFERRALS:
   It is best make routine referrals through your family doctor, as it provides better continuity of care. If, however, we have arranged an outpatient urgent referral for you (usually by discussing your case with the specialist), it is your responsibility to make sure that you get an exact date and time for the appointment. We will fax the appropriate paperwork, which includes your contact information as supplied during registration today. Please be sure (unless instructed otherwise by our staff) to call and obtain your appointment as soon as you can:

   Doctor’s Name is: ___________________________ Telephone Number is: __________

   If already arranged, (s)he will see you on:_____________________________________

   ________________________________________________________

   Please note that the contact information of all Ontario doctors is public information available at
3. **SPECIFIC INFORMATION ABOUT YOUR CONDITION:**
   You may be given specific instructions on wound care, cast care, head injury care and some other material as needed. Please read those carefully. Other resources, backed by reputable organizations, are:
   - The American Academy of Pediatrics [www.healthychildren.org](http://www.healthychildren.org) under “Health Issues”
   Please remember that all this information is general and is no substitute for your physician's advise. Your pharmacist is the best resource regarding medications.
   Remember to ask your pharmacist to give you drug information print outs and inform you of possible interactions and common side-effects of medication

4. **CCAC, WOUND CARE AND IV ANTIBIOTICS:**
   CCAC provides ongoing health care in the community. We fax the forms and CCAC will contact you. They can be reached at (905) 684-9441 and their clinic is at 149 Hartzel Rd in St Catharines. If for any reason you are not able to arrange timely care, please do not hesitate to return to our OSS or SCG departments.

5. **RETURNING FOR NEXT-DAY ULTRASOUND:**
   Ultrasound studies have limited hours of availability at either site. For studies deemed urgent by your physician, it is often necessary for patient to return for an Ultrasound the next morning. You will be contacted by the Ultrasound department early in the day and given an appointment time and instructions. It is EXTREMELY IMPORTANT that you register at the Emergency Department or Urgent Care Center after you have had your study to review your results with the emergency physician on duty and arrange further care. If you have not heard from the ultrasound department by 9:30 am, please call the hospital operator (905) 378-4647 and ask to speak to them.

6. **PLANNED RETURN FOR FURTHER CARE:**
   There are times when we may ask you to return to the department for further care and reassessment. We are unable to provide appointments, and you will be asked to go through the registration process again. Be prepared for the waiting by bringing a good book or some form of entertainment.

7. **THE MOST IMPORTANT THING TO KNOW:**
   We are committed to your care. We strive to provide the appropriate emergency medical care and investigations that you need in an effective manner. It is important to emphasize that emergent conditions might only become clear over time, and many non-emergent conditions can evolve to become more emergent. It is also possible to develop an emergent condition unrelated to your original presentation. It is very important to return to the department if you think things are worsening or changing in a worrisome manner. Some of these worrisome symptoms might be foreseeable, and your doctor and nurse will discuss those with you, others are not. If you are worried about how things are going, please make sure you are reassessed.

It has been a pleasure to service your health care needs. Please do not hesitate to ask any questions that you might have.

Thank you, from your Emergency Physician.