

**Emergency Department Discharge Instructions from
Your Physician**

PLACE PATIENT LABEL HERE

Thank you for coming to the Emergency Department. Your Doctor today was _____.

Emergency Services in your area 1. Follow Up 2. Referrals 3. Specific Information About Your Condition	4. CCAC, Wound care & IV Antibiotics 5. Returning for Next Day Ultrasound 6. Planned Return for Further Care 7. The Most Important Thing to Know
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These Discharge Instructions are important and we ask that you take the time to read them. They include:

Emergency Services:

- A. St Catharines General Site is located at 1200 Fourth Ave, St Catharines, ON L2S 0A9. This is the biggest department in Niagara and is open 24 hours a day. Tel (905) 378-4647 x45000
- B. You can also obtain health advice by calling Telehealth Ontario 1-866-797-0000
- 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 replacement for the care of your Family Doctor or Specialist. Please make sure that you call your Family Doctor and make an appointment to follow up on the care you received today. Most doctors 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 with your Family Doctor. Plan and call early. If you do not have a family doctor, please visit www.niagaradocs.ca or call Health Care Connect at 1-800-445-1822 to register for one.
- 2. **REFERRALS:** It is best to 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 www.cpsso.on.ca and most phone numbers are also available through the phone book or 411. If you still have a problem reaching the specialist, please let us know.

- 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 Family Physicians www.familydoctor.org (under "Diseases & Conditions")
 - The American Academy of Pediatrics www.healthychildren.org (under "Health Issues")Please remember that all this information is general and is no substitute for your physician's advice.

Your pharmacist is the best resource of information regarding medications.

4. **CCAC, WOUND CARE AND IV ANTIBIOTICS:** CCAC provides on going 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 see your doctor or return to the Emergency Department.
5. **NEXT-DAY ULTRASOUND Test:** Ultrasound test are only available at specific hours. Your Doctor may want to ask you to return the next day for an Ultrasound Test. You will receive an information sheet with your appointment date & time. Please read all the instructions and follow them carefully. AFTER your ultrasound, it is EXTREMELY IMPORTANT that you register at the Emergency after you have had your study to review you results with the emergency physician on duty and arrange further care.
6. **PLANNED RETURN FOR FURTHER CARE:** There are times when we may ask you to return to the department for further care and reassessment. There are no 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 that you need. It is important to know that emergency conditions might only become clear over time, and many non-emergency conditions can evolve to become an emergency. It is also possible to develop an emergency condition unrelated to your original visit. **It is extremely 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. Once you go home, if you think you are getting worse, or not getting better in the expected time, then you should return to the department.

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.

Remember to ask your pharmacist to give you **drug information print outs** and **inform you of possible interactions and common side-effects of medication.** Here are some specific instructions about medications and your care today:
