

## Emergency Department Concierge Service

The Met campus Emergency Department features a Transition to Betterness "Concierge" program from noon to 8 pm daily.

You can ask the Concierge for items such as blankets, pillows, refreshments, newspapers, magazines and other comforts of home.

Other examples of concierge services include:

- Offering arriving visitors a warm welcome by a T2B Concierge member;
- Assisting with the registration process;
- Providing hospital directions and services to patients upon request;
- Giving kids opportunities for distraction, such as guiding families with children to the paediatric observation room to view movies and video games once they have been admitted into the ED;
- Offering a family in distress the quiet room if available;
- Keeping an eye on the cleanliness of the ED to ensure it is presentable and advising the ED Director when items such as chairs or signs need repair.



Transition  
to Betterness

## Visitor Policy

In order to ensure safety and confidentiality for all patients, we ask that you limit the number of your visitors to one (1) for each patient and two (2) for paediatric patients.

Thank you for your co-operation. The Emergency Department is focused on providing the best care for all patients.

**If at any time your condition changes during your visit to the Emergency Department, please notify a member of the nursing team.**

For any questions, comments or concerns you may contact:

Lisa Gawdunyk, Manager  
519-254-5577 ext. 52705  
Cell: 519-995-1346

**Our Emergency Department offers free Wifi.**

Username: WECARE  
Password: WECARE

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# YOUR VISIT TO THE EMERGENCY DEPARTMENT

- MET CAMPUS -



OUTSTANDING CARE – NO EXCEPTIONS!

1995 Lens Avenue  
Windsor, Ontario, N8W 1L9  
519-254-5577 [www.wrh.on.ca](http://www.wrh.on.ca)

## About Your Visit To The Emergency Department

WRH is always striving to improve its Emergency Department (ED) performance to help ensure patients are assessed and treated as quickly as possible.

You may notice some changes to your ED experience from a previous visit due to some process changes we've put in place to improve your experience and decrease the amount of time it takes to be seen. This pamphlet will describe to you the current process but as always if you have any questions, please ask a staff member for assistance.



Check out our website for information on all of our services at

[www.wrh.on.ca](http://www.wrh.on.ca)

## Moving Through The Department

Our process has recently changed through the addition of more chairs and less stretchers, which allow more patients to be accommodated inside the Emergency Department at any one time.

You will also find that during your visit, you will be moving around to different areas of the department, which aims to improve the flow of patients through the Emergency Department by making the most efficient use of space.

**It is the routine policy of the Emergency Department to not refill narcotic prescriptions.**

Once inside the ED, you will likely be directed to a chair following your initial assessment. A doctor may have ordered further tests or treatments which will be carried out by various members of our health care team.

With the goal of improving your ED experience in the shortest time possible, you may be moved to a treatment area for initial management of your medical concern, and then a different area for ongoing care while waiting for the results of tests.

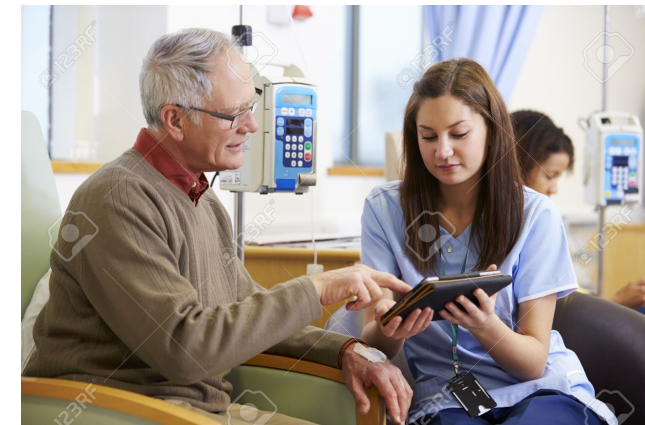
**Please alert your nurse if you feel there is a change in your condition.**

## During Your Stay

While an assessment by a physician will take place in a private area, following the initial assessment most patients will be moved back to a chair or recliner. You may be seated beside or near other patients. We will do our best to ensure privacy but if you have any concerns, please ask to speak with an ED staff member.

We do need to eliminate unnecessary tests as this prolongs ED wait times for all patients. Any tests which are not emergencies will be deferred to a patient's family physician, or you may be booked as an outpatient.

**It is important to remember to bring a list of your current medications with you. This will help reduce the amount of time you spend in the Emergency Department.**



**Our Mission:** Provide quality person-centred health care services to our community.