

## Emergency Department Information

There are two areas in the Emergency Department that you may be called into at the Ouellette campus. Please note that patients may be called out of order depending upon which area they are called into and also due to their specific medical conditions.

### RAPID ASSESSMENT ZONE (RAZ)

Our **RAZ (Rapid Assessment Zone)** is designed to care for patients presenting with lower acuity complaints. Patients that are called into this area must be able to sit in a chair for their visit and must not require any type of cardiac or respiratory monitoring.

### ACUTE CARE

Our acute care area is designed for patients who require more intensive treatment and monitoring. This area accommodates patients who are not able to sit up in a chair for their visit and also patients whose needs are more complex.

## OUR MISSION

Deliver an outstanding patient care experience driven by a passionate commitment to excellence

## 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:

Jeff Theriault, Program Manager  
519-254-5577 ext. 31605  
Cell 519-990-3920

**Our Emergency Department offers free Wifi.**

Username: WECARE  
Password: WECARE

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# YOUR VISIT TO THE EMERGENCY DEPARTMENT

- OUELLETTE CAMPUS -



OUTSTANDING CARE – NO EXCEPTIONS!

- OUELLETTE CAMPUS -

1030 Ouellette Avenue  
Windsor, Ontario, N9A 1E1  
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 allows more patients to be accommodated inside the ED 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 ED 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.**

