

OUR VISION: OUTSTANDING CARE - NO EXCEPTIONS!

OUR MISSION: DELIVER AN OUTSTANDING PATIENT CARE EXPERIENCE BY A PASSIONATE COMMITMENT TO EXCELLENCE

Media Release

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For Immediate Release

Increase in Respiratory Illness Leads to Higher Emergency Department Volumes

WINDSOR, ON. Now that the holiday season is behind us, we are seeing the typical increase in Emergency Department (ED) volumes. However, we are seeing a recent spike in respiratory illnesses which has led to a significant increase this week in ED volumes and, subsequently, ED wait times.

As always, you can play a role in helping us care for patients in a timely fashion with the following suggestions:

- Consider alternatives to the ED for any non-emergency care. Check now with your family doctor's office or your nearest walk-in clinic. You can look up locations and numbers for various options through Medimap (<https://medimap.ca>), or alternatively through Health Care Connect (<https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>).
- If you are not sure about whether your medical concern needs attention, you can contact Telehealth Ontario, which is a free, confidential service that offers health advice or information by phone from a live Registered Nurse. Telehealth is available 24 hours a day, seven days a week at 1-866-797-0000.
- If you want to know how long the current waits are for non-emergency treatment at our EDs, you can check out our current wait times information for either campus at <https://www.wrhc.on.ca/EmergencyServices>.
- Make sure you get your flu shot to protect yourself and those around you. Most local drug stores provide this service as does our retail pharmacies at both of our campuses. Just bring in your health card.

Some general tips on keeping healthy year round:

- Wash your hands often with soap and water or use hand sanitizer to help keep the flu virus from spreading.
- Cover your mouth with a tissue or your upper sleeve when you cough or sneeze.
- Avoid touching your face to keep the virus from entering your body through your eyes, nose and mouth.
- Stay home when you are sick. Do not go out in big crowds possibly infecting others.
- Clean and disinfect surfaces and shared items.

For further information contact:

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