

Staying healthy during the cold & flu season

- Clean your hands often and thoroughly during the day
- Protect your health and that of your family by getting a flu shot
- Renew or refill your prescriptions so you don't run out
- Find out where your local walk-in or after hours clinics are located and check their hours
- Update all emergency telephone numbers and post them in a visible place
- Know when your doctor's office and local pharmacy will be open/closed
- Always maintain a current list of medications, herbal remedies, and vitamins you take regularly
- Stock up your home emergency kit: bottled water, canned or dried food, manual can opener, flashlights, wind-up radio, first aid kit and batteries, especially those necessary for medical equipment

If you do get sick and have to come to the hospital

Our Emergency Departments care for people with a wide range of injuries and concerns. Patients are seen by a doctor based on order of need, not their time of arrival. Our staff are working as quickly as they can, however, your wait time may be affected by patients experiencing more severe conditions.

Patients are assessed and prioritized using the Canadian Triage and Acuity Scale (CTAS), based on the patient's complaint and the signs and symptoms they may be exhibiting. For example, a patient with chest pain will likely be seen by a physician before someone with a fracture or abdominal pain.

Please consider the health of our hospital patients. **Do not visit if you are ill or feel unwell, and always remember to clean your hands when you arrive at and leave the hospital.**

What to Bring to the Emergency Department

Please make sure you bring the following items with you before coming to the emergency department:

Your Health Card



- Your Ontario Health Insurance card
- Any additional health insurance information
- The name and address of your family physician

All your Medications



All medications in their original containers or a written list of any medications, herbal remedies and vitamins you take regularly.

Don't forget about your inhalers, insulin, and eye drops.

Related Health Information



An updated list of any important health related information, allergies and past health issues.

Call for Support

If you need help or would like to talk to someone, support is available 24/7, 365 days a year from the following organizations:

COAST: Crisis Outreach and Support Team

COAST provides Halton Region residents aged 16 and over, who are experiencing a mental health crisis with immediate outreach and support.

Crisis Line: **1-877-825-9011**

Distress Centre Halton

Distress Centre Halton provides telephone and online support to people in our community to better cope with crisis, loneliness, and emotional stress.

Distress Lines:

Oakville: **905-849-4541** | North Halton: **905-877-1211**

Burlington: **905-681-1488**

ROCK: Reach Out Centre for Kids

ROCK provides a multi-disciplinary approach to the assessment and treatment of children, adolescents and families.

24 Hour Mobile Crisis Line: **905-878-9785**

SAVIS: Sexual Assault & Violence Intervention Service

SAVIS provides free, confidential 24 hour support to all survivors of violence including women, men, and members of the transgender community.

Crisis/Support Line: **905-875-1555**

Your Healthcare Options

If you need emergency care

Call 911 or go to your closest Emergency Department.

The Emergency Department is for urgent, immediate and unscheduled healthcare services and is one of several choices to receive the care that you need depending upon the severity and urgency of your condition.

Learn more at www.ontario.ca/healthcareoptions or by calling Telehealth Ontario: **1-866-797-0000**.