

Q Is it okay for me to come to the ED if my family doctor is not available?

The emergency department is always an option if you feel you need to be seen immediately. If you feel you do not need to be seen immediately, please see 'Alternatives to the ED' handout (available in the ED and KDH website).

Q Do I need to wait to see a doctor if I get my test results on MyChart?

While MyChart gives you access to test results, a doctor's consultation is crucial. They will review the results in the context of your overall health and symptoms, confirm the findings, and discuss the next steps. It's important to have a complete understanding of your health situation before making decisions.

Q Where can I find out more about MyChart?

There is an FAQ online at <https://www.kdh.on.ca/patients-visitors/mychart/>. If you require additional information, please reach out to mychartkdh@kdh.on.ca.



613.258.6133
2675 Concession Road
Kemptville ON K0G 1J0
www.kdh.on.ca

Questions & Answers

for the Emergency Department (ED) Waiting Room



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Q How do I access water or food? What should I do?

Please check with your triage nurse before eating or drinking. There are certain conditions in which you will not be allowed to eat or drink. We ask that you stay in the ED waiting area while seeking care. However, if you require refreshments, we have a small coffee shop and two vending machines outside the waiting area.

Q I am afraid I will miss my name being called if I go to the washroom or to get food.

If you have been advised that you can eat or drink, see above recommendations for refreshment options. If you're concerned about missing your name being called, you can notify the volunteer, or registration clerk, that you will be stepping away from the waiting room for a few minutes.

Q My case is not urgent. Is there somewhere else I can get care? A walk-in clinic?

See the 'Alternatives to the ED' handout – available in the ED and KDH website.

Q Can I go home or wait elsewhere and have the ED call me when they are ready to see me?

If you are seeking care in the ED, it is important for your safety to remain in the ED waiting room after registering. This allows our staff to monitor your condition in case it worsens. If you leave, it will be assumed that you are choosing not to receive care. We appreciate your understanding and cooperation.

Q Why am I waiting so long?

In an emergency department, patients are triaged using the Canadian Triage Acuity Scale (CTAS). This guides clinical staff in determining how urgently a patient needs to be seen and in which order. Patients who come in with more urgent needs will be seen before patients with less urgent needs, regardless of when you arrived at the ED. For more information on CTAS, please see <https://ctas-phctas.ca/>

We are a small emergency department with less resources (one physician and limited nursing staff on duty). One very ill patient can consume all of our resources, resulting in longer wait times.

If your condition changes/worsens, please notify the triage nurse or registration clerk.

Q Why is there only one doctor in the ED?

Several factors contribute to the number of physicians in an ED, including/but not limited to; funding, physician shortages, patient acuity, and patient volumes. KDH has a small ED with less resources available. With the above-mentioned factors in mind, hospitals must run efficiently while providing the best care possible.

What This Means for You — Our ED staff are trained to manage constantly shifting situations and they work together as a team to ensure everyone receives care. If the ED is experiencing very high volumes, or a patient requires more specialized care, the physician may call in additional help or consult with specialists. If you're concerned about wait times or the level of care you're receiving, please speak with ED staff. Everyone's health and safety is our top priority.

Q What should I do if I am worried about my condition while I am waiting?

If your condition changes or new symptoms arise, please inform the ED staff.

Q Why can't you give an estimate of wait times so I can decide if I want to leave and come back later?

Wait times can't be determined accurately, owing to the nature of operating an emergency department where care needs and patient volumes are constantly evolving. We run a small ED with limited resources, resulting in wait times that fluctuate even more rapidly than larger hospitals.

Q What are the hours for Diagnostic Imaging and Lab?

Both Diagnostic Imaging and the Lab are available daily from 7 a.m. to 11 p.m., including weekends. Rest assured; you will still receive quality care during the hours when they are closed.