Dear patients and visitors,

This pamphlet will help familiarize you with the hospital’s new, 80000-square-foot Emergency Department, which is designed to provide patients with quality healthcare more rapidly and efficiently.

The Emergency Department is divided into several zones. These include triage, specialized examination and treatment pods, a dedicated mental health section, the Blue Unit, the Rapid Assessment Zone (RAZ) and a resuscitation area. The decision about where you will be directed is based on a triage evaluation.

SERVICES

Parking
There is an indoor parking lot that provides patients and visitors with direct access to the Emergency Department. Signs direct patients and visitors to the elevator bank that accesses the Emergency Department.

Public washrooms
There are washrooms located near each pod, and throughout the Emergency Department.

Vending machines
Vending machines can be found in the Family Room near the pods and in the Blue Unit waiting area.

Public Telephones
If you need to make a phone call, public telephones are located in the Departure Lounge, near the entrance of the Emergency Department.

Taxis and Adapted Transport
Telephones that dial directly to taxis and adapted transport are located near the entrance of the Emergency Department.
TRIAGE
Triage is the first area a patient visits. Here, a nurse will ask the patient questions to help assign them an urgency code and designate the appropriate area for treatment. Next, the patient moves on to registration.

Patients are asked to please present their Medicare card and JGH hospital card at registration. A hospital card will be provided if the patient does not have one. Patients without a Medicare card will be charged for the services they receive, per government regulations. An information sheet outlining the fees is available at the Information Desk, near the Departure Lounge.

BLUE UNIT
This area is for ambulatory patients. The medical team in this area is ready and able to handle many health problems, such as broken bones, eye problems and rashes. They have at their disposal several treatment rooms with state-of-the-art equipment and supplies, so that they are prepared to treat a wide variety of conditions.

EXAMINATION & TREATMENT AREA
The assessment and initial treatment of patients confined to a stretcher will be provided in one of the Emergency Department's three pods, which are identified by the colours green, yellow and orange.

Each pod has at its centre work stations and is surrounded by individual patient rooms designed for safety, comfort and confidentiality. The pod is designed to provide the treating team with access to all the information they need to help you, but it is a work space for staff only.

Each room has a call bell that is connected to the nursing station. If you or your family member need help, please use the call bell. Ask your nurse or orderly to show you where it is and how to use it. Please do not enter the staff working station. Staff will come to you.

RAPID ASSESSMENT ZONE (RAZ)
This area is the first of its kind in Quebec. Patients who are seen in this area are those who can be diagnosed and treated quickly in comfort. Diagnosis is carried out in a private examination room. Treatment is given while you are seated in a comfortable recliner chair, in a small area that resembles a First Class cabin on an airplane. Patients in this area are usually discharged the same day, with follow-up instructions when needed.

MENTAL HEALTH AREA
An area is now available in the orange pod for patients experiencing serious mental health issues. A specialized team is ready and able to provide care in a safe environment. A lounge area is also available for patients.

RESUSCITATION AREA
Patients who are critically ill and need immediate attention and monitoring are treated in the resuscitation area. Here, a diverse team made up of doctors, nurses, respiratory therapists and specialized consultants work together to care for the patient.

A family room is available nearby for families and loved ones. For the safety of visitors and patients, only those with permission are allowed to enter the resuscitation area. This ensures that the care of the sick patient is not compromised.

VISITOR POLICY
The JGH welcomes the presence of families and loved ones in the Emergency Department and recognizes the importance for patients and their loved ones to be informed and participate in the treatment process.

However, for the safety of a patient or visitor, there will be times when loved ones may be asked to step out of the room. The JGH will limit visits if the Emergency Department is crowded, during an outbreak of a contagious illness or if visitors interfere with the care and privacy of patients.

PERSONAL POSSESSIONS
Please send your valuables home with family (money, jewelry, cellular phones, etc.). If a patient is on their own and is staying overnight in the hospital, they may ask a nurse to arrange for their money to be sent to the hospital safe.