

Emergency & Acute Care in British Columbia

The population of BC is aging and people are becoming sicker. In Canada there is a shortage of acute care beds and family physicians. These factors contribute to Emergency Department overcrowding, making you have to wait longer for emergency care.

What can you do to help?

-For non-urgent problems, go to a walk-in-clinic

-Live a healthy lifestyle to help prevent medical problems

-Talk to elected officials and encourage change



Patient Quality Care Offices

Feedback is important to improve patient care. If you have a complaint or compliment talk to the person involved or their supervisor. If your complaint or compliment is not addressed, contact the Patient Quality Care Office.

Fraser Health Authority Patient Quality Care Office

#300, 10334 – 152A Street
Surrey, BC V3R 7P8

Telephone Number: 1-877-
880-8823

Fax: (604) 587-4666

E-mail: pcqoffice@fraserhealth.ca

Vancouver Coastal Health & Providence Health Care Patient Quality Care Office

Room CP-380
855 West 12th Avenue
Vancouver, BC V5Z 1M9

Telephone Number: 1-877-
993-9199

Fax: (604) 875-5545

E-mail: pcqo@vch.ca



**British Columbia
Emergency
Departments:**

A Guide to Care

Emergency Department Care



When you arrive to the Emergency Department you will be assessed by a Registered Nurse who will “triage” you or assign you to a category based on your signs and symptoms.

Patients in the Emergency Department are **NOT** seen on a “first-come-first-served” basis. Patients are seen according to their condition and the category they have been assigned to. Critically ill or injured patients must be seen first.

If your condition changes at all when you are waiting to see the Doctor, tell the Registered Nurse.

Factors that Determine how Fast you are seen...

- *How sick the other patients in the Emergency Department are
- *The number of patients in the Emergency Department
- *The number of treatment rooms/stretchers available
- *The time it takes to complete the blood work and diagnostic tests that you and other patients require
- *The number of staff working
- *If there is an emergency situation with a patient in another area of the hospital, the Emergency Department Physician may have to leave the Emergency Department to go see that patient

Our goal is to provide you with safe, efficient and quality care.

Health Care Team Members

During your visit to the Emergency Department you may be seen by various people including:

- Registered Nurses
- Emergency Physician
- Specialist Physicians
- Licensed Practical Nurses
- Nursing and Medical Students
- Social Worker
- Dietician
- Speech and Language Pathologist
- Physiotherapist
- Occupational Therapist
- Respiratory Therapist
- Lab Technicians

