

# **Temiskaming Hospital**

May 21, 2008

## **Emergency Department Wait Times**

Emergency Departments are one of the most visible symbols of the health care system in our communities. According to the most recent Statistics Canada survey, 3.3 million adult Canadians (15 years or older) reported receiving care for their most recent injury or had their most recent contact with a health professional in an Emergency Department.

Did you know that last year at Temiskaming Hospital, the emergency department was visited more than 20,000 times? The top five visit reasons for emergency room visits in 2007 were acute upper respiratory tract infection, urinary tract infection, abdominal pain, issue of repeat prescription, and ear infection.

No matter where you go, one of the biggest complaints about Emergency Departments is that it takes too long for people to see the doctor. On average, in 2007, patients visiting the Emergency Department at Temiskaming Hospital waited 1.74 hours from the time they were triaged to the time they left the department.

Based on data from the National Ambulatory Care Reporting System (NACRS), patients are more likely to visit emergency departments between 8:00 a.m. and 8:00 p.m. with the morning being the peak arrival time. Also keep in mind, that patients are categorized according to the severity of their illness/injury using the Canadian Triage and Acuity Scale (CTAS). This is a tool that is designed to ensure that patients who need immediate care are seen first. For example, someone who needs to be resuscitated and therefore requires immediate care will be seen before someone with a broken bone who may be able to wait for a short period of time to receive an x-ray or treatment.

Although the Emergency Department wait times at Temiskaming Hospital are lower than at other hospitals across the province, it is one of 120 hospitals participating in an initiative focusing attention on improving access to and reducing wait times in Ontario's Emergency Departments. Watch for further details regarding the Emergency Department Reporting System (EDRS) in the coming months.



Temiskaming Hospital  
(705) 647-8121  
[www.temihosp.on.ca](http://www.temihosp.on.ca)

Visiting Hours:

- 1000 to 2000 hours for medical patients, surgical patients and Long-Term Care patients;
- 1400 to 1600 hours and 1800 to 2000 hours for obstetrics;
- Visitors to the Special Care Unit (SCU) are restricted to immediate family and/or significant other(s).