

To make sure patients who need urgent care get seen first, a nurse specially trained in “triage” will examine you and assess the seriousness of your condition.



When you go to the Emergency Department **BE PREPARED:**

Have your health card ready to present

Have a list of ALL medications including vitamins, drops, ointments and inhalers

Do not eat or drink anything until you have spoken with the triage nurse

Ask the nurse if you can have anything for pain while you wait

You may choose to have an interpreter or guardian present to help explain information or procedures

If your symptoms change while waiting to see a doctor, please let the nurse know immediately.



ALMONTE GENERAL HOSPITAL

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Email: info@agh-fvm.com



**Welcome to
Almonte General Hospital
Emergency Department!**



To access this brochure on the Almonte General Hospital website please scan the QR code below:



We want you to be seen as quickly as possible; however, urgent cases must always be given priority.

Patients are seen based on medical need, not on the time they arrived.

Please be patient.

Attention Patients and Visitors

We are committed to providing a safe, healthy, secure and respectful environment.

AGH has a ZERO Tolerance Policy for all forms of abuse.

Examples of aggressive behavior include:

- Physical contact
- Verbal hostility & threats
- Abusive language
- Sexual language directed at others



**Aggressive Behavior &
Coarse Language
WILL NOT Be Tolerated**

What is 'Triage'?

All triage nurses in Canada use a standard scale (the Canadian Triage and Acuity Scale - CTAS) to ensure patients are seen in an appropriate amount of time for their condition. Patients will be allocated to one of five triage categories.

Triage Category 1

People who require immediate, life-saving care

Triage Category 2

People with life threatening disease or injury

Triage Category 3

People with potentially serious disease or injury but stable

Triage Category 4

People with conditions that could cause potential complications; not in immediate danger

Triage Category 5

People who have minor illnesses or symptoms that may have been present for more than one week

Telehealth Ontario



Toll-free: 1-866-797-0000

Telehealth Ontario is a free, confidential service you can call to get health advice or information. Both English and French are available with translation support for other languages.

A Registered Nurse will take your call 24 hours a day, seven days a week. Telehealth Ontario nurses will not diagnose your illness or give you medicine. The nurse will help you decide whether to:

- handle a problem yourself
- visit your doctor or nurse practitioner
- go to a clinic
- contact a community service
- go to a hospital emergency room

For more information visit Ontario Health - Telehealth:

<https://www.ontario.ca/page/get-medical-advice-telehealth-ontario>