



What happens at the emergency department **Your health condition determines the care and services you receive**

WHAT YOU NEED TO KNOW

If your health issue isn't urgent, we may direct you to a more appropriate care setting than the emergency department.

Assessing your health

When you come to the emergency department, a nurse will assess your health to determine your needs. This step is called triage.

The nurse uses the **triage scale**, a tool used across Canada, to decide how quickly you need to be seen and by which healthcare professional, based on the urgency of your situation.

5 priority levels on the triage scale:

P1 - Immediate, life in danger

P2 - Very urgent, risk to life or a limb

P3 - Urgent, could get worse, but not an immediate danger

P4 - Semi-urgent, can wait without serious risk

P5 - Not urgent, can safely wait

Important!

- People who arrive by ambulance are assessed the same as everyone else.
- Age does not impact your priority level.



Remember

If you start feeling worse or your condition gets worse at any time, return to the emergency department or call **911** if it's an emergency.

After triage

If you do not need urgent care at the hospital, you may be directed to:

- A walk-in clinic
- A CLSC (local community health centre)
- A community pharmacy
- Info-Santé 811
- Your home
- Other options depending on your needs

Your involvement makes a difference.



For more information,
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