

Emergency Room Services – Western Memorial Regional Hospital and Sir Thomas Roddick Hospital

Western Health has two Category A Emergency Departments, located at Western Memorial Regional Hospital in Corner Brook and Sir Thomas Roddick Hospital in Stephenville. Both Emergency Departments are designed to care for patients suffering from serious medical problems who are unable to wait to be seen by their family physician.

Specially trained doctors and nurses work as a team to provide the best possible care. Each of the Emergency Departments sees approximately 150 patients per day making them very busy. Both Departments are open 24 hours a day.

Triage

When you arrive at the Emergency Department, you will register your visit in the Admitting Department. Then you will be asked to wait to be greeted by the triage nurse. The nurses are skilled in triage, which is a system used to make sure the sickest patients are taken care of right away. The nurse will assess your condition as quickly as possible by talking to you about the reasons that you came for emergency care, your allergies and the medication that you take. If necessary, the nurse will check your temperature, pulse and blood pressure and provide immediate care. Once you have seen the triage nurse, you may be taken immediately into the department, or asked to register and wait in the waiting room. This triage system allows patients to be seen according to the severity of their illness.

The Emergency Department Team

An Emergency doctor is responsible for the department and is on duty at all times. There may also be other doctors called residents. Residents have their medical degrees and can practice while they continue their training under supervision. Medical students supervised by other doctors may also be involved with your care. The nurses and doctors are assisted by other health care workers such as clerks, respiratory therapists, nurse practitioners, pharmacists, paramedics, social workers, volunteers and chaplains.

Areas in the Emergency Department

Both Emergency Departments have separate areas for the most seriously ill patients. There is another area for people who are less seriously ill, and are able to walk or move with little or no assistance.

Why is there a Waiting Time in the Emergency Department?

The team works to provide quality care as quickly as possible. The most seriously ill patients are seen first even though they may come into the department after other patients. This is why the triage nurse checks everyone as soon as possible after they arrive.

Some patients have made arrangements to see their family doctor or a specialist in the emergency department. When the family doctor or specialist arrives, the patient will be seen by that doctor.

There are many different types of rooms with specialized equipment needed for different medical problems such as the cast room or the surgery room (for stitches). In this case, arrangements must be made to free the room before this type of care can be given.

We appreciate your patience if you are required to wait. **While waiting, if you have questions or you feel your condition has become worse, please let the triage nurse know right away.** The triage nurse will also be checking with you regularly.

Important Things to Bring

1. Your MCP card.
2. A list of the medications that you take. If you have an accurate and up-to-date list, this will be sufficient. If you do not have time to make a list, please bring the bottles.
3. Any records you may have concerning your health.