

# A Patient's Journey Through the Emergency Department (ED)

## Why am I waiting?

Wait times depend on:

- Severity of your condition
- Presence of critically ill patients in the ED
- Number of stretchers available

**The Emergency Department is not "first come, first serve". The sickest patients are seen first.**

## What does "triage" mean?

Determining which patients need to be treated first based on how sick or seriously injured they are.

## I've seen the doctor, why am I still waiting?

Average wait times for results of:

- Bloodwork - 1.5 hours
- X-rays - 1 hour
- Ultrasound or CT (Cat) scans - 2 hours

After all of your results are back, the Emergency Doctor will review and discuss them with you.

If there are seriously ill or injured patients in the ED, it may take longer before the doctor can see you.


## Are you in pain? Has your condition changed?

Please let us know if you or your loved one is in pain, or if your condition has changed. This will help us meet your needs in a timely manner.

  
**Arrive at Emergency Department**  
via walk-in or ambulance

**Triage**

 **Registration**  
by business clerk

 **Triage**  
by nurse



**Waiting Room**

  
**Seen by Nurse**


  
**Learners**


A medical student or resident may see you and discuss your case with the Emergency Doctor


  
**Tests/Orders**

  
**Treatment**

  
**Reassessment**  
by doctor

 **Discharge home**

 **Referral to Outpatient Clinic**

 **Consult/Admission to Hospital**

