

## Mackenzie Health Referral to Emergency Department

Dear Emergency Physician,

The following patient is being sent to the Emergency Department for referral. It is understood that the patient will be assessed by the triage nurse and seen as appropriate for their condition (using CTAS guidelines) and the status of the Emergency Department. It is also understood that the patient will be seen by an Emergency Department Physician who will decide on appropriate tests, referrals and management.

Please see: \_\_\_\_\_  
Patient Name

Chief Complaint:

\_\_\_\_\_

Relevant Medical Information:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Medications: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Referral Physician Name: \_\_\_\_\_ (please print)

Referral Physician Address and fax number (or stamp):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

OHIP Referral Number: \_\_\_\_\_

Signature: \_\_\_\_\_ MD

Date: \_\_\_\_\_ (dd/mm/yyyy)

**Please note that there are NO DIRECT REFFERALS to specialists in the Emergency Department, All patients will be seen by the Emergency Physician on duty.**

**A dictated note or legible copy of the Emergency Record will be sent to the referring physician.**



## **Frequently Asked Questions About Your Emergency Visit**

You have been referred by your physician to the Emergency Department for further evaluation and treatment. Mackenzie Health Emergency Department is open 24 hours a day for patients. The entrance is located off Trench Street, just north of Major Mackenzie Dr. in Richmond Hill about halfway between Yonge Street and Bathurst Street.

### **Will I be seen right away?**

The Emergency Team works to treat all patients as quickly as possible based upon presenting condition and room availability. While we do our best to see all patients in a timely manner, there is always the possibility that other emergency cases will require the attention of the team. We apologize for any delays and appreciate your patience. Many of the delays are related to admitted patients waiting for an inpatient bed on the wards.

### **Where do I go when I arrive?**

When you arrive you should present yourself to “Triage”. At triage you will be seen by a specially trained nurse who will assess your condition and place you in priority based upon your condition as well as other factors in the department. A registration clerk will create a chart for this visit and verify your information and health card. When you get into the department you will be seen by another nurse and an Emergency Physician.

### **What should I bring?**

Please make sure that you bring the following:

- Ontario Health Card or other provincial or federal health coverage
- Third party or extra benefit insurance
- Credit card for any non insured services
- All of your current medications in their containers (or a list from your doctor/pharmacist)

### **May I have visitors?**

The Emergency Department welcomes one visitor per patient. Limiting to see one visitor is in the best interest of our patients and helps us to provide better care. Please keep in mind that there may be times when a visitor is asked to leave to allow us to provide patient care.

### **Am I allowed to have anything to eat or drink on my way or while am waiting?**

There are many conditions where it would be unsafe to consume any food or drinks. Do not consume anything on your way and please ask the Nurse before you eat or drink anything (including water) while waiting.

### **Where do I park?**

When you arrive there is a drop off zone in front of the Emergency Department. This is to be used for dropping off or picking up patients only. Please do not block this area. The main parking lot is off Trench Street. We use a “Pay and Display” parking system. Please insert either cash or a credit card into the machine and place the receipt on your dashboard. Paying the day of \$15.50 is often the cheapest option.