

Returning to the Emergency Room for a follow-up or an examination



You received care in the Emergency Room. You've been asked to return the next day for an examination or to see a specialist. This fact sheet explains what happens in this second visit.

Why do I need to come back to the Emergency Room?

Your health condition requires a follow-up, more exams, or a specialist's opinion.

YOUR APPOINTMENT:

Date:

Time:

Reason?

.....
.....

What exams will I have?

.....
.....

Do I need to be fasting? Yes No

Location: **CHUM**
D Pavillon
1051 Sanguinet St, Montréal

Tel.: 514 890-8000

How much time should I plan on?

Don't plan anything else for that day. Even if it's for a follow-up visit, the steps for the 2nd visit are the same as for the 1st.

You could wait **several hours**. It all depends on your case, the availability of the services you need, and many other factors over which the ER personnel have no control.

The ER team does all it can to make sure your wait goes as smoothly as possible.

How should I prepare?

Bring:

- > All the medications you need for the day. If you take them every day, take them at the usual times, unless your doctor has given you other instructions.
- > Snacks. If you don't know whether you need to be fasting, ask the nurse.
- > Something to read or otherwise pass the time.

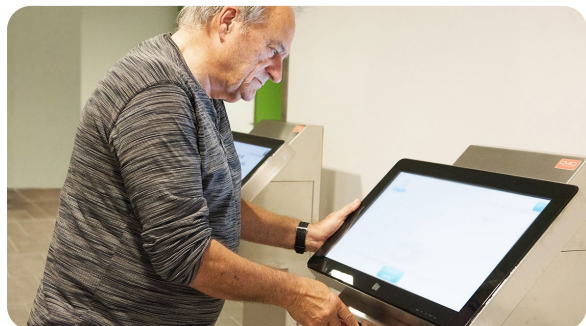


What happens during my visit?

1 PRE-TRIAGE

Come to the ER entrance.

A nurse will ask you some questions to see whether your condition is stable.



At the gray terminal, press the button marked “Pour le triage” [For triage] on the screen. Take the ticket that comes out.

2 TRIAGE

Sit in the waiting room. Keep on hand your ticket, this fact sheet, and your health insurance card.

A nurse will call your number as soon as possible. When it's your turn, the nurse will ask questions to assess your health. This is to ensure your safety and a better follow-up.

3 REGISTRATION

Then you go to the registration counter. At this point, the care team is advised of your arrival.

4 WAITING

After you've registered, you'll sit in the waiting room. The more urgent cases are called first.

The ER personnel don't know the order of the calls. So they can't know at what time you'll be called in. Your patience is appreciated.

At any time, you can go to the terminal and press the button marked “Revoir l'infirmière” [See the nurse again], if:

- > Your health condition changes
- > You don't feel well
- > You're worried

5 EXAMINATION

When it's your turn, you'll be called and told the number of the exam room you should enter.

Once you're in the exam room, wait. The doctor will come to see you, or a member of the personnel will come to take you where you're supposed to go in Radiology.

If I have an imaging exam, what should I do afterwards?

Go back to the ER waiting room, even if the radiologist tells you that your exam is normal.

You'll be called, to give you your results. You might also be given a follow-up appointment in the out-patient clinic, or advised to see your family doctor.

Before leaving the ER, ask the doctor or nurse if you can go.

What should I do if I need to cancel or postpone my appointment?

You can call the ER administrative coordinator at **514 890-8448**, between 8:00 a.m. and 4:00 p.m.



USEFUL RESOURCES

Other health sheets published by the CHUM are available. Ask for those that might fit your situation.



You can also find them on our website chumontreal.qc.ca/fiches-sante

The content of this document in no way replaces the recommendations and diagnoses made, or the treatment suggested by your health professional.

To find out more about the Centre hospitalier de l'Université de Montréal chumontreal.qc.ca