

## **Pembroke Regional Hospital Hires Patient Service Attendants To Help Improve The Experience In Their Emergency Department Waiting Room**

**FOR IMMEDIATE RELEASE**

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**PEMBROKE – The Pembroke Regional Hospital has recently added some helpful staff to their Emergency department waiting room with the intent of improving the patient experience for those who have to be there.**

**Part of a six-month pilot project that will be evaluated this spring, two Patient Service Attendants have been hired to work the peak hours of 10 a.m. to 10 p.m. Monday to Friday while additional recruitment is underway to hire staff to work the weekend.**

**“This trial is in direct response to patient feedback and the work of our Patient and Family Advisory Council who identified a gap in communications between the department and those waiting to be seen,” said PRH President and CEO Pierre Noel, who added that improving the Patient and Family experience is also one of the hospital’s primary goals.**

**The attendants’ role is to assist and provide comfort to those coming to the Emergency department. Not only do they greet those arriving, but they assist patients with the triage process, and can provide refreshments, blankets and updates on wait times.**

**“Our Patient Service Attendants are our liaison to the nursing staff in the department so they can provide accurate and timely updates about what is taking place in the department and help keep our patients comfortable while they wait,” said Emergency department Manager Coralie Mackay, adding that they are also there to answer questions and provide directions to other areas of the hospital as needed.**

**Describing the project as a great learning experience for the hospital, Ms. Mackay said the patient feedback since launching in mid-November has been very helpful and positive.**

**Unique in the fact that the PRH positions are filled by staff and not volunteers, Ms. Mackay said the decision to continue the program or not will be based on public feedback and any measured effect it has on the patient and family experience.**

**“In the meantime, we hope that having some friendly faces in our ED waiting room will help make things a little easier and that those who found it improved their experience will share that information with us so that it can continue.”**

**FOR MORE INFORMATION, PLEASE CONTACT:**

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