

Pembroke Regional Hospital Asks For Patience And Understanding While Experiencing High Emergency Department Wait Times

FOR IMMEDIATE RELEASE

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PEMBROKE – The Pembroke Regional Hospital (PRH) is asking the community for patience and understanding as they and other hospitals across the region are experiencing high wait times in local emergency departments.

“We certainly understand the frustration this may cause our patients, and we want our community to know that PRH staff and physicians are working as quickly and safely as possible to ensure appropriate and timely care is received by all,” said PRH President and CEO Pierre Noel.

Some of the factors impacting wait times include:

- High patient volumes including those who either don't have a family physician or are unable to access their family physician in a timely manner;
- Patients seeking medical attention with more complex medical issues and higher acuity;
- Staffing challenges

While the health care team at PRH works to minimize the impact on patients and families, Mr. Noel said there are a few things that the community can do to help.

Those with non-urgent health concerns who do not have a family doctor or nurse practitioner or those who cannot access their primary care team in a timely manner, should call the Renfrew County Virtual Triage and Assessment Centre (RC VTAC) at 1-844-727-6404.

For health advice, call the new Health Connect Ontario service at 811 or chat online with a registered nurse at Health Connect Ontario (<https://healthconnectontario.health.gov.on.ca>).

Those still needing to visit the ED will be seen by a physician based on an assessment of their health status. As a result, expected wait times can fluctuate depending on the urgency of other patients' conditions with emergencies such as chest pains, breathing difficulties, broken bones, accidents, uncontrolled bleeding, loss of consciousness etc. taking priority.

“As we work through these challenges, we ask for your continued kindness and patience as our staff and physicians work to treat those in our care,” Mr. Noel said.

FOR MORE INFORMATION, PLEASE CONTACT:

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