Sometimes going to an emergency department is necessary. Because it can be a distressing experience, we want to help you understand what will happen there.

**When you arrive at the emergency department you will go through steps of care:**

1. Triage: A nurse or paramedic will ask you why you are there and take your temperature.
2. Registration: Clerical staff will ask questions like where you live, do you have insurance.
3. You will then be placed in the queue; the sickest patients are seen first.
4. A nurse will also ask you questions about what is wrong.
5. An emergency physician will spend more time with you asking questions and examining you. You then may see a specialist if necessary.
* Bring your health card with you (insurance card if from out of country), however, you will not be turned away without it.
* Dress in layers and bring a sweater, it is sometimes cold.
* Bring a book or magazine, sometimes the waits are long.
* Bring some money for the vending machines or food vendors.
* Bring your phone and charger if that is important to you.
* To ensure you get the right care, you may have to speak to several healthcare providers in the department, the staff knows how taxing this can be and appreciate your patience.
* If you are not sure of something, ask.
* The physicians and nurses cannot share your health information without your permission so please be open and tell them everything; it’s the only way they can provide good care.