

“Why am I waiting?”

“I was in the ER recently and there were only two other people in the waiting room, and yet I had to wait three hours to be seen by the doctor. Why?”

It can be difficult to wait long periods of time when in the ER but we highly appreciate your patience and understanding as there are many events happening at once in the treatment rooms. With a small emergency room with limited staff, having one critically ill or injured patient can occupy all of our resources for a long period of time. As a result, those with non-life-threatening conditions will have a longer waiting time. We understand it is tough to wait without knowing how long and we will try to provide an update for any delays.

“During my last visit to the ER, why were there several people who came in after me able to be seen before me when I was still waiting?”

After assessing your condition the triage nurse will use the Canadian Triage Acuity Scale which will place you in a priority sequence that begins with Triage Level 1 (patients requiring resuscitation) to Triage Level 5 (non-urgent). Everyone has their own concerns and reasons for attending the ER and we appreciate your respect for the privacy of others and for your patience.

“I would like to know the waiting time. Why are the ER wait times not posted anywhere?”

Without an automated process for determining wait times, we are not able to post them as it would be inaccurate due to the nature of the ER. It is difficult to predict daily waiting times in the emergency room as it changes constantly; one patient may require all of our resources for a long period of time or you may have a short wait time if a physician becomes available shortly after your arrival. The wait times are not posted because there is no telling how many staff are available at the time.