



NL Health Services

When to go to the Emergency Department (ED) in Central Zone

NL Health Services emergency departments follow the Canadian Emergency Department Triage and Acuity Scale (CTAS) and the following triage levels:

- 1 - Critical (life threatening condition: such as major trauma from a motor vehicle accident)
- 2 - Urgent (potentially life-threatening condition; such as chest pain)
- 3 - Needs help soon (potentially serious condition; such as an asthma attack)
- 4 - Minor or Chronic problems (non-urgent: such as a headache)
- 5 - May need help or advice (non-urgent: such as sore throat)

If you or someone in your care has an urgent medical condition or is experiencing a health crisis, go to the nearest ED or call 9-1-1.

EXAMPLES OF URGENT/CRITICAL MEDICAL CONDITIONS:

- Discomfort or tightness in the chest
- Unusual shortness of breath
- Abdominal pain
- A prolonged and persistent headache or dizziness
- An injury that may require stitches or may involve a broken bone
- Prolonged diarrhea or vomiting (especially a child)



FOR RESIDENTS IN CENTRAL WITH NON-EMERGENT ISSUES:

Residents with non-emergent medical issues are asked to call their family physician or call the **Health Hub** and set up a virtual care appointment with a physician or nurse practitioner. If an in-person assessment is required, arrangements will be made.

To reach the Health Hub closest to you, please call the Gander Medical Clinic at **(709)381-0112** or **(709)381-0338** and the Killick Clinic in Grand Falls-Windsor at **(709)292-8404**. Clinics will be open on weekdays from **8:00am to 8:00pm** and weekends from **12:00pm - 6:00pm**. Hours are dependant upon physician availability.



811
HEALTHLINE

If you are displaying mild or moderate symptoms of COVID-19, please do **NOT** visit an Emergency Department.

Instead, complete the COVID-19 self-assessment by visiting <https://covidassessment.nlchi.nl.ca/> or call NL Healthline at **811**:

- describe your symptoms and travel history
- follow any instructions carefully.

If it is determined that you need to visit the ED, there are a couple important points to remember:

1. The number of people in the waiting room is never an indicator of how long your wait will be.
2. Patients are called in according to their CTAS level, they are **not** called in on a first-come, first-serve basis.
3. Many patients arrive by ambulance and require immediate assistance. Wait times are unpredictable and can change very quickly.
4. There is normally only one physician in the ED at a time. Some EDs may avail of nurse practitioner services.
5. Patients may arrive at the EDs at JPMRHC or CNRHC from another Central zone facility to see a physician or consult with a specialist. This is due to the limited services in their area.