

## What to expect once you're admitted to an AHS Facility

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Dear patient or family member:

AHS has put into place a number of changes to better manage the increasing pressure of our Emergency Department. The pressures are the result of inpatient units being full while Emergencies are very busy. Patients who need to be admitted to hospital will be moved from our Emergency Departments into inpatient units as quickly and efficiently as possible.

While there may be some inconvenience, we will ensure that you will receive safe care throughout your stay.

### **If you are admitted to an inpatient bed through Emergency.**

- You may experience an extended stay in Emergency before moving into an inpatient bed.
- Sometimes, you may be transferred into a bed on a unit or remain on a stretcher. The stretcher may be added to a room - for example, putting five people in a room usually used for four people - or in other locations in a unit, depending on space availability.
- You may be moved directly into an inpatient bed.

Please note that at ALL times you will be under the care of qualified health professionals who will provide the care you need and try to make your stay as comfortable as possible.

### **Patients admitted directly to inpatient units:**

During your time as an inpatient, you may be moved to accommodate new patients into the unit. If this happens:

- You may be transferred to another bed, to a different unit, or possibly onto a stretcher to allow a more critically ill patient to be admitted.
- An additional patient may temporarily be moved into your room while he or she awaits a bed.

We apologize for any inconvenience and will do our best to minimize the disruption. At all times, you will be under the care and supervision of AHS's highly skilled healthcare professionals.

### **Patients waiting transfer to long-term care:**

When inpatient units are full and Emergency Departments are busy, we are implementing a change that may mean your move into a long-term care facility happens quickly.

If your new place is not yet available, you may be discharged into a special unit for a transition period so that your inpatient bed can be used for another ill patient. You will receive the care you need in this transition unit and will be moved to your new place as soon as possible.

Thank you for your understanding and cooperation. If you have any questions or concerns, please ask to speak with the Patient Care Manager on the unit, or you can call Patient Relations at 1 855-550-2555.

<http://www.albertahealthservices.ca/PatientsFamilies/if-pf-pc-brochure.pdf>