

ARE YOU ACCOMPANYING OR VISITING A **RELATIVE** IN THE EMERGENCY ROOM?

What do you need to do?

- Go to the nursing station's reception desk and identify yourself as a relative.
- Identify a **key** relative and give their contact information to the care team. That person will facilitate communication between the members of your relative's immediate circle and the staff.
- Inform the care team of changes in your relative's health status.
- Help your loved one to ask their questions to the care team and write down the answers.
- Inform the care staff if you need to leave your relative's bedside.
- If your relative has brought valuables with them (wallet, jewelry, etc.), please take possession of the objects and notify the nurse.

COVID-19

Only one family member at a time is allowed at the bedside, except in exceptional situations (e.g., end-of-life care).

For confidentiality and security reasons, **walking around in the emergency room is prohibited**. Stay at your relative's bedside.



Comply with the infection prevention and control guidelines.

- Follow the instructions on the posters at your relative's bedside presenting additional precautions.
- If necessary, ask health-care personnel for assistance in putting on and taking off personal protective equipment.

CONSULT ALL SANITARY MEASURES IN EFFECT



Contribute to your relative's well-being and care.

- Reassure your relative and keep them company.
- Help them dress, eat, move about, and perform personal hygiene.
- Ensure that they have access to important personal items (e.g., eyeglasses, hearing aids, walking stick).

Plan for your relative's return home.

- If possible, provide transportation home.
- Provide the necessities for their return home (clothes, coat, boots, etc.).
- Make sure you have collected their personal belongings and that you have all of the following:
 - Medication prescription
 - Doctor's recommendations according to your relative's health condition
 - List of tests to be performed on discharge and the required room numbers
 - List of symptoms to watch for that might warrant a return to the emergency room

Reaching an emergency room

BROME-MISSISQUOI-PERKINS (BMP) | 450 266-4342, EXT. 35512

COATICOOK | 819 849-9102, EXT. 57330

FLEURIMONT | 819 346-1110, EXT. 14385

GRANBY | 450 375-8000, EXT. 62128

HÔTEL-DIEU DE SHERBROOKE | 819 346-1110, EXT. 21000

LAC-MÉGANTIC (GRANIT) | 819 583 0330, EXT. 37375

MAGOG | 819 843-2572, EXT. 2127

VAL-DES-SOURCES | 819 879-7158, EXT. 39312

WINDSOR | 819 542-2777

Other Resources that Can Assist You

Resources are available to support you in your role as a relative.

- For further information regarding your role as a relative, and on access to health care and social services living environments, leave a voice message at **819-780-2220, ext. 40444**, or consult santeestrie.qc.ca/caregivers.
- To learn more about the role of informal and family caregivers in all environments, visit quebec.ca/family-and-support-forindividuals/informal-and-family-caregiver.

Centre intégré
universitaire de santé
et de services sociaux
de l'Estrie – Centre
hospitalier universitaire
de Sherbrooke



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ÉCOUTE • INFORMATION • RÉFÉRENCES

appui.org

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