



Visiting the **EMERGENCY ROOM** with a **senior** citizen?



OUR TEAM IS COMMITTED
TO PROVIDING THE BEST
POSSIBLE EXPERIENCE.



This emergency room
is recognized for **excellence**
in senior care.

Québec 



Useful Information

during Your Stay

YOUR PRESENCE IS IMPORTANT

An elderly person with diminished independence needs more personal contact and comfort. We are glad you can be at your loved one's bedside.

WHAT YOU CAN DO TO HELP

- Inform the health-care team of changes in your loved one's health status.
- Help your loved one with dressing, feeding, moving about, and personal hygiene.
- Reassure your loved one and keep them company.
- Provide transportation home (when possible).

Make sure that some important items are in his or her personal belongings: glasses, hearing aids, cane, shoes, prosthesis, etc.

Notify staff if these items are missing or go get them at home, if possible. Don't forget to collect his or her valuables (money, credit card, **health-insurance card**, wallet, jewelry, etc.).

NEED REST?

You have to leave the bedside of the person you are accompanying? Need a break?

You can go to the emergency waiting room, cafeteria, snack bar, or chapel.



WHO WILL BE CARING FOR YOUR LOVED ONE?

Care providers include physicians, nurses, licensed practical nurses, and beneficiary care attendants. If necessary, depending on your loved one's health condition, he or she can meet with a geriatric clinical nurse, physiotherapist, pharmacist, social worker, or medical specialist.

If he or she needs to be hospitalized, your loved one can be treated by a specialist or family doctor.

The emergency-room team's priority is to care for the person by ordering tests and treatments, answering questions, providing advice as needed, and ensuring the person's safety.

UPON DISCHARGE

Make sure you have the following:

- Prescription of new drugs
- Information about the proposed follow-up and tests to be performed after the emergency-room visit. Make sure you know what symptoms to watch for in your loved one that might warrant a return to the emergency room.





Useful Resources

APPUI

Services for informal caregivers

1-855-852-7784
lappui.org/en

INFO-SANTÉ AND INFO-SOCIAL

Resources and advice are just a phone call away!

Call 811.

24 hours a day, 7 days a week

Assessment • Advice • Referral
to appropriate resources

OPTION 1

To speak to a nurse from the Info-Santé service.

OPTION 2

To speak to a psychosocial worker.

SERCOVIE (SHERBROOKE)

*Services to help you stay in your home for people aged 50 or older.**

819-565-1066
sercovie.org

*These services can be offered by the Centre d'action bénévole in your area if you do not live in Sherbrooke.

ALZHEIMER SOCIETY

Support for loved ones and people with Alzheimer's disease

819-821-5127
alzheimer.ca/estrie/en

Author: Coordination des urgences, Direction des soins infirmiers

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