



C R E D I T • V A L L E Y
THE CREDIT VALLEY HOSPITAL

Dear Patient,

This information is to explain the current situation in the emergency department which will likely impact how quickly you will be seen by a physician today.

We have 39 treatment cubicles in the emergency department. Today we have a serious backlog of patients in the ER because all of our inpatient beds on the nursing units are full. This means ER patients whose illness is serious enough to require admission to hospital must remain in the ER where they can be treated until a bed becomes available on the nursing unit.

This seriously impacts our ability to take additional patients into the treatment area, resulting in long waits in the waiting area. Patients are prioritized for treatment by the triage nurse, dependent upon the seriousness/urgency of their illness. Some patients will be seen in an area adjacent to the emergency department because they do not require the same level of emergency care as others.

We sincerely apologize for these delays. We are very pleased to report that a solution is coming although not soon enough to solve our immediate overcrowding problem. The government has approved the construction of A and H wing of the hospital which will add approximately 140 more inpatient beds to the hospital. However, construction is not slated to begin until 2007 and it will not likely be completed before 2009.

Hospital personnel are implementing contingency plans to assist us during the peak periods but despite our best efforts, we know we will still experience overcrowding. Please accept our apologies for these conditions. We will do everything we can to see you as quickly as possible and will provide you with a thorough examination.

We appreciate your understanding.

Yours truly,

D. Wayne Fyffe
President and CEO

World Class. Right Here.