



# PORT COLBORNE SITE - WE'RE STILL HERE TO CARE FOR YOU

Some people believe that the Port Colborne Site is going to close. While changes are underway as part of the Hospital Improvement Plan, we want to assure you that the *Port Colborne Site is and will continue to remain open to provide important quality health-care services* to the people of Port Colborne, Wainfleet and surrounding area.

Port Colborne Site will continue to provide inpatient and outpatient hospital-based services. We're having ongoing detailed discussions with our staff, physicians and health-care partners as we work towards the changes over the next few years.

## About Urgent Care

The 24-hour Emergency Room (ER) Department at the Port Colborne Site will become a 24-hour Urgent Care Centre (UCC), open 7 days a week, year round and staffed with doctors and nurses who are certified in emergency medicine. The conversion is targeted for July.

**It is estimated that most (approximately 95%) of the adults and children who currently go to Port Colborne Site ER will continue to go to the Urgent Care Centre for treatment.**

Our ER doctors and nurses at Port Colborne Site will continue to provide excellent care for patients in the Urgent Care Centre. The doctors/nurses staffing the Urgent Care Centre will have the same training as ER staff, with the same equipment – they can handle any case that comes in.

## What is the difference between an ER and Urgent Care Centre?

An ER receives ambulances, treats all levels of emergency cases, and doctors can admit patients who come through ER to the site's inpatient hospital beds.

With a UCC, ambulances will take patients directly to a 24/7 ER elsewhere in Niagara based on the treatment required. Further, patients who walk into the UCC who are determined by the physician to require specialty treatment will be stabilized and then transferred to most appropriate facility. There, they will have access to high-tech diagnostic tests, on-call physician specialists, intensive care and surgical care, should they require.

The UCC will be equipped with many medical services and provide outpatient treatment for such medical conditions as lacerations, asthma, fractures and dislocations. We are equipping our new UCC to attend to the unexpected - the person who walks in and collapses suddenly or is having a heart attack.

**ERs treat...**

- Chest pain (especially if you have a history of heart problems)
- Shortness of breath
- Severe abdominal pain
- Sudden, severe headaches, vision problems, sudden weakness, numbness and/or tingling in the face, arm or leg, trouble speaking, or dizziness (stroke symptoms)
- Major injuries
- Mental health issues
- Any serious condition that you feel may be worsening

Call 911 if you have severe chest pain, or any serious emergency. Ambulances bring patients to ERs.

**Urgent Care Centres treat...**

- Broken bones, sprains, sports injuries
- Cuts that may need stitches
- Minor burns
- Minor abdominal pain (nausea, vomiting, flu)
- Ear, nose and throat problems
- Coughs and colds
- Eye problems

Urgent Care Centres have access to services such as x-rays, lab tests and pharmacy. Ambulances do not bring patients to Urgent Care Centres.

## Exciting Renovation Plans for Urgent Care

Work is continuing on exciting new renovation plans for the Urgent Care Centre. We are currently reviewing whether to renovate the current area on the lower floor or to move to new, bigger space on the main floor (1 West). Our health-care team is refining the plans and discussing the best option to create a new department that will help us help our patients. Learn more at our June Public Info Sessions (see below).

## Complex Continuing Care

When the Hospital Improvement Plan is fully implemented there will be 46 Complex Continuing Care beds (CCC) at the Port Colborne Site and another 40 at the Douglas Memorial Site. CCC patients have two or more complex conditions requiring them to have round-the-clock hospital-based care. The majority of CCC patients are elderly residents.

A broad range of tests and treatments will continue to be provided to inpatients.

## About Patient Testing, Diagnostics and Clinics

The Port Colborne Site provides many different tests, procedures and treatments. This includes x-ray, ultrasound, ECG, blood work and other laboratory tests, pharmacy, etc. Our health-care team will continue to provide this broad range of patient testing and treatments for outpatients and inpatients.

Clinic services will also continue and we estimate that over 70% of the outpatient clinics now offered will remain at Port Colborne Site, including the diabetes clinic, orthopaedic clinic and the Ontario Breast Screening Program.

## Learn More...

Naturally, there are many questions about the transition from Emergency to Urgent Care in Port Colborne. Hear from clinical leaders on the difference between Emergency and Urgent Care, the hospital-based services available, what changes at Port Colborne Site mean for residents, and more.

**June 16** **Wainfleet Urgent Care Public Info Session**  
Wainfleet Firehall, Hwy 3  
Tuesday, June 16  
3 to 5 p.m. (presentation at 3:30)  
6 to 8 p.m. (presentation at 6:30)

**June 25** **Port Colborne Urgent Care Public Info Session**  
Guild Hall, 72 Charlotte St.  
Thursday, June 25  
3 to 5 p.m. (presentation at 3:30)  
6 to 8 p.m. (presentation at 6:30)

**June 17** **Also, stop by our display at the Friends Over 55 Seniors Day Celebration**  
Port Colborne Seniors Centre, 554 Fielden Ave.  
Wednesday, June 17 10 a.m. to 3 p.m.

For more information, go to [www.niagarahealth.on.ca](http://www.niagarahealth.on.ca). Also, look for more information in local newspapers and an info brochure called From Emergency to Urgent Care coming as a newspaper insert in late June/early July.

[www.niagarahealth.on.ca](http://www.niagarahealth.on.ca)