

Preserving

For Immediate Release: December 19, 2014

Campbellford Memorial Hospital Ensuring Patient Access To Emergency Care During Holiday Season

Flu season is here and the increased social gatherings that define the holiday season mean that health care providers can expect a surge in the number of people seeking care over the holiday season. This combined with the holiday hours of many local family physicians' offices means that Campbellford Memorial Hospital's Emergency Department (ED) will be busier than usual this month, especially between Christmas and New Year's Eve.

By planning ahead, and making use of alternative resources for non-emergency situations, we can minimize the seasonal strain on our local ED and help keep the service accessible for those who need it the most. Below are a few steps that we can all take to have a healthy holiday season.

Hand Hygiene:

Minimize your risk of catching the flu or spreading it around by washing your hands often especially when you are out in public. Hand hygiene is the single most effective step you can take to stop the spread of seasonal viruses.

Flu vaccination – Get the flu shot, not the flu:

Don't let influenza take the joy out of your holiday season. Protect yourself, your family and everyone you love with a flu vaccination. It's available from most family physician offices, community health centres, walk-in clinics and pharmacies, and it's your best line of defence against a potentially dangerous virus.

Make a note of your doctor's holiday hours, in advance

Many local physician offices will have special hours of operation over the holiday. Now is the time to see when your doctor's office will be open and to confirm your family's prescriptions are up-to-date in advance of any closure so you can minimize non-urgent trips to the ED.

Also check medications and medical equipment. Make sure that all family members have enough of their medications, both prescription and non-prescription, to last throughout the holiday season. Don't forget supplies such as needles and alcohol swabs, and check inhalers, respirators, oxygen, and glucose testing machines.

Ensure Your Medical Information is Up to Date:

Have an up-to-date Ontario Health Card when coming to an emergency room or doctor's office. Bring a list of all medications being taken on a regular basis, along with any other important information such as allergies.

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Alternative Options to the Campbellford Memorial Hospital ED

Campbellford Memorial Hospital's Emergency Department is always ready when you need it, but the team does advise that you consider family doctors or community clinics for non-emergency health concerns. If your family physician is not available, and your situation is non-urgent, you can:

- Check the Ministry of Health and Long-Term Care **Your Health Care Options website at www.ontario.ca/healthcareoption** for information on the various health care services in your area
- Call Telehealth Ontario at 1-866-797-0000 for free telephone access to a Registered Nurse 24 hours a day, 7 days a week.
- Contact the Trent Hills Family Health Team at 705-653-1801. The Trent Hills Family Health Team (THFHT) works out of five locations in Campbellford, Hastings, Warkworth, Havelock and Colborne.
- Holiday Hours for the THFHT:
 - Mon Dec 22 & Tues Dec 23 regular hours. Closing at 1pm Wed Dec 24. Closed Thu Dec 25 & Fri Dec 26. Nurse Practitioner available half day Sat Dec 27.
 - Mon Dec 29 & Tue Dec 30 regular hours. Closing at 1pm Wed Dec 31. Closed Thu Jan 1st. Regular hours Fri Jan 2. All appointments over these 2 weeks are SAME DAY service. No Havelock clinic Dec 30.

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