

## **A Number Of Factors Are Impacting Emergency Department Wait Times At The Pembroke Regional Hospital**

**FOR IMMEDIATE RELEASE**

**April 20, 2022**

PEMBROKE – The Pembroke Regional Hospital (PRH) is currently experiencing increased wait times in the Emergency Department (ED) which are being caused by a variety of factors.

“We certainly understand the frustration this may cause our patients, and we want our community to know that PRH staff and physicians are working as quickly and safely as possible to ensure appropriate and timely care is received by all,” said PRH President and CEO Pierre Noel.

Over the past month, said Mr. Noel, there have been an increasing number of COVID-19 cases in the region and as a result, the hospital is now experiencing more COVID-19 related visits to the ED. In addition, COVID-19 related absences among hospital workers are causing staffing challenges.

For all non-urgent health concerns, residents are asked to call their family doctor or nurse practitioner first, if they have one. For those who do not have a family doctor or nurse practitioner, those with non-urgent health concerns can call the Renfrew County Virtual Triage and Assessment Centre (RC VTAC) at 1-844-727-6404. Those without a primary care provider should also register with Health Care Connect either online at <https://www.health.gov.on.ca/en/ms/healthcareconnect/pro/> or by calling 1-800-445-1822 to find a provider.

For those still needing to visit the ED, it should be noted that the order of when you will be seen by a physician is determined at triage, and is based on the urgency of your health status. It is not based on when you arrived in the Emergency Department. As a result, expected wait times can fluctuate depending on the urgency of other patients' conditions.

We thank you for your patience as we continue to work on ways to shorten Emergency Department wait times and ensure safe and timely care for all.

As a reminder, please continue to follow all public health measures to prevent the spread of COVID-19; including masking indoors, washing your hands, and staying home if you are sick.

Vaccination is still the most effective way to prevent serious illness. Residents who wish to book vaccination appointments can visit: <https://vaccine.covaxonbooking.ca/> or call the Provincial Vaccine Contact Centre at 1-833-943-3900.

**FOR MORE INFORMATION, PLEASE CONTACT:**

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