



# Your Hospital



## Twelve Days of Holiday Healthcare Tips

1. Always clean your hands to prevent the spread of germs
2. Get the flu shot to protect you and your family
3. Renew or refill your prescriptions before the holidays
4. Update your medication list—use our form: [www.haltonhealthcare.com](http://www.haltonhealthcare.com) and search for **Medication List**
5. Know your doctors' office and pharmacy holiday hours
6. Locate your closest walk-in clinic and check their holiday hours at [myhealth365.ca](http://myhealth365.ca)
7. Refresh your home emergency kit, visit [www.halton.ca](http://www.halton.ca) and search for **Emergency Kits**
8. Know your healthcare options, visit [www.ontario.ca/healthcareoptions](http://www.ontario.ca/healthcareoptions)
9. Update your emergency telephone lists and include TelehealthOntario **1-866-797-0000** for access to a Registered Nurse 24 hours a day, 7 days a week
10. Overwhelmed? Need support? Ask or call for help (see list to the right)
11. If you are sick, stay home! Don't risk infecting your friends, coworkers and family
12. Set realistic goals and don't try to do it all. Involve your family members and friends in the holiday preparations.

## Call for Support 24/7

### COAST: Crisis Outreach and Support Team

For Halton Region resident 16 years of age and over experiencing a mental health crisis.  
Crisis Line: **1-877-825-9011**

### ROCK: Reach Out Centre for Kids

Assessment and treatment of children, adolescents and families.  
Mobile Crisis Line: **905-878-9785**

### SAVIS: Sexual Assault & Violence Intervention Service

Support for survivors of violence.  
Crisis/Support Line: **905-875-1555**

### Distress Centre Halton

To better cope with crisis, loneliness and emotional stress.  
Oakville: **905-849-4541**  
North Halton: **905-877-1211**  
Burlington: **905-681-1488**

## If You Need Emergency Care

**Call 911 or go to your closest Emergency Department.**

If you do get sick and have to come to the hospital:

- Our wait times may be longer during the holiday season because of the reduced operating hours of medical clinics and physician offices in the community.
- Our clinical staff and physicians are working to treat you as quickly as possible, however, your wait time may be affected by patients experiencing more severe conditions.

Patients are seen on a priority basis, not a first-come first-served basis:

- This ensures that the sickest patients get the care they need first, even though they may arrive at the Emergency Department after other patients.
- Patients are assessed and prioritized using the Canadian Triage and Acuity Scale (CTAS), based on the patient's complaint and the symptoms they may be exhibiting.

## Have a healthy and safe holiday season!

## What to Bring to the Emergency Department

### Your Health Card



**Your Ontario Health Card** and any additional health insurance information.

The name and address of your family physician.

### All your Medications



**All your medications** in their original containers or a written list of any medications, herbal remedies and vitamins.

Don't forget to include dosage and frequency of medications.

### Related Health Information



**Bring a list** of health related information, allergies and past health issues.