

What you need to know before coming to the Emergency Department.

If you need emergency care this holiday season, call 911 or go to your closest Emergency Department.

The Emergency Department is for urgent, immediate and unscheduled healthcare services and is one of several choices to receive care.

Expect Longer than Average Wait Times

Due to the reduced operating hours of medical clinics and physician offices in the community during the holiday season our Emergency Department wait times are expected to be longer. Patients are treated in order of urgency, not by arrival time. We appreciate your patience and understanding.

Your Healthcare Options

Remember, our hospital is always here for you if you need emergency medical care. However, if your condition is not urgent, you may be able to use another healthcare option to get the care you need, more quickly. Depending on the severity of your condition, your other healthcare options may include:

- Calling your family doctor and talking to your pharmacist
- Visiting an urgent care centre or walk-in clinic
- Calling Telehealth Ontario: 1-866-797-0000 for access to a Registered Nurse 24 hours a day, 7 days a week

What to bring to the Emergency Department?



Your Ontario Health Card and additional health insurance information as well your family physician's contact information.



All your medications in their original containers or a written list of any medications, herbal remedies and vitamins you take regularly. Don't forget to include the dosages and frequency of medications.



Updated list of related healthcare information such as allergies and past health issues.



Children's supplies and activities including diapers, bottles, blankets, comfort items and toys.

Feeling Overwhelmed?

For many people the holidays can be a stressful time. If you need help or would like to talk to someone, support is available from the following organizations:

COAST: Crisis Outreach and Support Team

For Halton Region residents 16 years of age and older 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



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