

New Procedures for Out-Patients at the

Hornepayne Community Hospital

The Hornepayne Community Hospital has implemented a new system for registering patients for emergency and clinic/outpatient visits.

The reason for the new system was to meet the recommendation of Accreditation Canada to safeguard and protect patient privacy and confidentiality.

Upon arriving at the hospital (except emergencies), you will take a number and have a seat. When your number is called you will see the Receptionist at the clinic registration window. If you are there to have lab work, x-ray/ultrasound or have an appointment to see the Clinic Nurse, you will be registered and directed to the Lab/X-ray waiting area. If you are there to see the physician, you will be registered and given a disc.

When the disc vibrates and lights up you can go down to the clinic. These discs will give you the freedom to go down to the cafeteria for a coffee or outside for some fresh air.

Please note that if you are an emergency patient go directly to the Emergency registration window at reception, which is the first window. You will be registered and assessed by the Nurse in the triage room next to reception.

As always, patients presenting in obvious distress will be attended to immediately.

This new system may seem to be a lot for a facility of our size; however, we are bound by the same standards, privacy, and confidentiality issues as all Ontario hospitals.