MEDIA RELEASE

New hours for Urgent Care Centre take effect today

(Kingston, ON, June 16, 2014) Starting today, the Urgent Care Centre (UCC) at Hotel Dieu Hospital will be open from 8 am to 8 pm, 365 days of the year. The UCC was previously open until 10 pm.

The new hours are geared to providing better urgent care services care during the busiest times of the day, says Dr. Gord Jones, Head of the Department of Emergency Medicine at Hotel Dieu, Kingston General Hospital and Queen’s University.

“Our aim is have patients seen, diagnosed, treated and discharged as smoothly and quickly as possible,” says Jones.

“We’re asking patients to arrive between 8 am and 8 pm, when we can provide the most efficient access to physicians, nurses and diagnostic imaging services such as X-rays and CT scans.”

Jones explains that the switch to a 12-hour UCC is supported by evidence that shows patient volumes peak early in the day. Shifting and concentrating UCC resources into a shorter time frame dovetails with the busy daytime hours when patients most often seek urgent care.

Jones reminds the community that anyone with an acute, life-threatening emergency or medical problem that will likely need admission to hospital should go to their local Emergency Department.

For non-life-threatening injuries/illnesses that cannot wait for a visit to the family physician, patients should come to the UCC.

“If you’re having a health problem that’s not life-threatening and that can’t wait for a visit to the family doctor, then come to Urgent Care at Hotel Dieu,” he says. “Just be sure to get here by 8 pm.”

Hotel Dieu Hospital is the ambulatory care teaching and research hospital for Kingston and Southeastern Ontario, affiliated with Queen’s University. We provide expert care to more than 500,000 people in the region through specialized programs including pediatrics, medicine, ophthalmology, cardiology, urology, surgery, mental health, oncology and urgent care. We deliver quality, safe health care, while advancing innovative research and educating the health care professionals of the future. Leading the transformation of ambulatory care

L'Hôpital Hôtel-Dieu est l'établissement de soins ambulatoires universitaire pour Kingston et le Sud-Est de l'Ontario affilié à l'Université Queen's. Il fournit des soins spécialisés à plus de 500 000 personnes de la région. Parmi ses services spécialisés, mentionnons les services de pédiatrie, de médecine, d’ophthalmologie, de cardiology, d’urologie, de chirurgies, de santé mentale, d’oncologie et de soins d’urgence. L’hôpital fournit des services de soins de santé sûrs et de qualité tout en menant des recherches novatrices et en formant les professionnels de la santé de demain. Chef de file pour la transformation des soins ambulatoires

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