



# Check Out What's New AT BOUNDARY DISTRICT HOSPITAL

## What's New?

The Community Ambulatory Treatment Clinic (CATC) has been expanded to provide services for patients with non-emergency care needs and the registration process for non-emergency visits has changed.

## How do these changes impact patient care?

A variety of procedures can now be done at the CATC, including:

- Wound checks/dressing changes
- Some IV therapy
- Catheter changes
- Compression wraps
- Ostomy care
- Phlebotomies
- IVAD/PICC flushes

**If your visit is NOT an emergency, you may receive care at the CATC**  
CATC hours are 7 days/week, between 8:00am – 4:00pm

Registration for scheduled non-emergency visits is now done at the front desk instead of the emergency department, including:

- Follow up appointments with Drs
- Scheduled biopsies/excisions
- Cast check/removal
- Respiratory appointments
- Dietician and nutritional counseling
- Appointments with visiting specialists
- Lab
- Diagnostic Imaging

**Thank you for your patience**

# Why We Are Changing AT BOUNDARY DISTRICT HOSPITAL

In the Boundary, patients often choose to go to the Emergency Department at the hospital for quick access to a doctor. Depending on the nature of their health issue, this is not always the best choice to receive optimal care. As a result we are making changes.

To ensure patients receive:

## **The Right Care**

Recent changes have been made to increase the capacity of doctor's clinics in the Boundary region. Often, same day appointments are available in the clinic where your family doctor knows your history, preferences and has an established relationship with you. Research show this improves care. In the ED you may have to explain your story from the beginning to a physician who doesn't know you.

## **At the Right Time**

If you are not in an emergency situation you may have long wait times as sicker patients are seen first.

## **In the Right Place**

Emergency departments are there to support patients with urgent health care needs.

Changes to the clinic will support patients with less urgent needs more quickly, and relieve pressure of the emergency department and its staff and physicians.

## **By the Right Provider**

Often care can be provided by another care provider such as a nurse in the community ambulatory clinic or doctor's office. This allows the physician on-call to take care of emergency patients in the department.

**Together, we're transforming health care**