

New at Headwaters hospital

Friday August 7 2009
Headwaters - Your Health Matters

Welcome to the ED

"Hello, I'm the emergency department (ED) volunteer. How may I help you?"

Not exactly the words you expect to hear when walking into a busy ED, but that's the role of the new volunteer greeter position recently introduced at Headwaters Health Care Centre.

"Coming to the ED can be a difficult and confusing experience for some patients," says Lori Miller, director of emergency at Headwaters Health Care Centre.

"I am passionate about the emergency greeter role because I enjoy interacting with the patients to prepare them for their triage assessment. It is rewarding to know that both patients and staff have benefited from our services," says Marion Prior, one of the volunteer hospital greeters and emergency volunteer convener.

The response from patients has been overwhelmingly positive.

"We've heard from our patients that the greeter makes them feel less anxious. The greeter plays an important role in our department," Miller says.

The volunteer greeter role is scheduled seven days a week in the day and evening. If you are interested in volunteering in the hospital's emergency department as a greeter, contact the Auxiliary Volunteer Coordinator at 519-941-2702, ext. 2268. Volunteers are interviewed and up-to-date immunization is required.

Wireless access

Patients and visitors can now enjoy wireless access when they bring their laptop to the Headwaters Health Care Centre in Orangeville.

"Thanks to a generous donation, we have wireless access in the hospital," says Cindy Sabo, vice-president of finance and information at Headwaters.

Paediatric patients have access to computers in their room during their stay. The computers are loaded with Net Nanny content watch software.

Patient transfer services

911 is for emergencies only.

"Using the ambulance service for non-emergencies creates a risky situation when an emergency call comes in," says Tom Reid, director of ambulance services, Dufferin County.

Headwaters uses patient transfer services to transport non-emergency, stable patients for appointments or transfers to another hospital. We are asking patients to use private patient transfer services or have a family member or friend take them home or to appointments not related to their in-patient medical care.

Patients requiring financial assistance can work with the hospital's discharge planner who can assist in arranging transportation.

If you would like to share your comments and suggestions about hospital services, please contact Cholly Boland, president and CEO of Headwaters Health Care Centre at 519-941-2702, ext. 2200.