

# Welcome to Annapolis Community Health Centre's Collaborative Emergency Centre (CEC)

We began providing services Monday, September 17, 2012. Our defined population, the people who are most appropriately served by our Annapolis Community Health Centre, have told us they want 24 hour a day, 7 day a week access to emergency care and shorter wait times for office appointments to see their family doctor or nurse practitioner. Those who don't have a family doctor want to have regular access to a doctor or nurse practitioner. *We have worked hard to ensure our CEC can address the health care concerns expressed by our defined population.*

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## How does the CEC work?



**If you come to the CEC between 8:30 am and 8:30 pm**, you will register at the front registry, take a seat in the main waiting room and be assessed by a nurse, options

available:

- to be seen in your regular doctor's office
- to be seen by the CEC doctor with a booked appointment or in the former outpatients

**The sickest patients will *always* be seen first.**

If you are referred to your regular doctor's office, you will be given a copy of your assessment and any tests that were performed to take to your doctor.

If your Annapolis Royal doctor's office is not open you will be offered an appointment with the CEC doctor and given a copy of your paperwork to give to the doctor. If this appointment is later in the day, you have the option of remaining in the CEC or returning at the appointment time. Please let the front registry know your plans and check in with them on your return. *\*Since the appointment is with the CEC doctor an emergency situation could delay or interrupt your appointment\**

If you are a member of our "defined population" and you do not have a family physician or nurse practitioner you will be given an appointment with the CEC doctor. This will be a booked appointment similar to a regular doctor's office appointment.

If you don't require urgent care, don't have a local doctor or nurse practitioner and aren't a member of our "defined population" you will be seen by the CEC doctor after any emergencies and booked appointments have been seen, so you may have to wait.

Your other options for care include the Emergency Departments at Soldiers Memorial Hospital in Middleton or Digby General Hospital in Digby or call 811 to speak to a nurse.



**If you come to the CEC between 8:30 pm and 8:30 am** you will be assessed by a nurse and a paramedic who will then telephone a doctor to discuss your health problem. A plan for your care will be discussed with you and your family (if present):

- You may be discharged home.
- You may be given treatment and discharged home.
- You may be provided with treatment and given a follow-up appointment to see the CEC doctor in the morning.
- Your medical assessment may indicate a transfer by car or by ambulance to a hospital such as Valley Regional Hospital in Kentville. There is no charge for an ambulance transfer from Annapolis Community Health Centre to another hospital.

# Important Information You Should Know

- As always, *anyone* who comes into our CEC at *anytime* will have an assessment of their health problem which will determine how, where and when that person will receive care.
- **The sickest patients will *always* be seen first.**
- Previously an Annapolis Royal doctor was on-call 24 hours a day, 7 days a week. Now an Annapolis Royal doctor is on-call during the day from 8:30 a.m. to 8:30 p.m. and an emergency department doctor is available by telephone overnight from 8:30 p.m. until 8:30 a.m.
- The Annapolis Collaborative Practice now has a doctor or nurse practitioner available in the office each day from Monday to Friday (excluding holidays) who will see any patients that are patients of the practice who are referred from the CEC.
- Dr. Ken Buchholz' office will continue to offer same day and next day appointments as usual; however, since he has a solo practice there will be no referrals to his office when he is the CEC doctor.
- We have three new clinical exams rooms which will be used for the CEC appointments and for specialist clinics for urology, obstetric/ gynecology, internal medicine, pediatric and palliative care clinics, wound/ostomy care and the Canadian National Institute for the Blind.
- Patients will still receive blood transfusions, IV medications, special dressing changes and procedures pre-booked with one of our local doctors.
- The Annapolis Community Health Centre still offers Lab, X-ray, ECG, Diabetes Center, Continuing Care, Public Health, Annapolis Collaborative Practice offices, Physiotherapy and Occupational Therapy, Mental Health and Addiction Services. Short stay and palliative care beds continue to be available.



**Please remember if you are  
having a medical emergency  
call 911**

**We always welcome and appreciate your feedback,  
questions and comments, please contact:**

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**Working together to support  
our community**