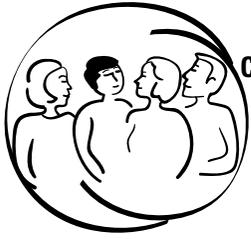


CSSS de Laval Users' Committee Informs You



CSSS de Laval
Users' Committee

When one feels the need to see a doctor the very same day, many people's first reaction is to go to the hospital emergency room.

The wait there is often very long and frustrating for the people with a condition considered to be "less serious" than others. Walk-in medical clinics are there to answer this need amongst others. In order to avoid the frustration generated by the long wait at the emergency room, we want to demystify the prioritization process applied in hope to allow you to judge if it would be preferable for you to go to a walk-in medical clinic where you would be seen quicker (see list below).

What explains the long wait at the emergency room?

The wait depends on the health condition and given risk of deterioration identified by the emergency room nurse during her evaluation. For this, she uses the Canadian Triage Acuity Scale, as applied in all emergency rooms in the province of Québec. This scale allows prioritization of people in need of immediate medical care.

There are five gravity and risk levels:

P1 Reanimation, very urgent and life threatening condition.

P2 Very urgent condition, situation which represents a potential threat to life, the integrity of a body part or its function.

P3 Urgent condition, situation which risks to worsen but that doesn't show an immediate instability.

P4 Less urgent condition, situation which is linked to the deterioration degree and that can require an intervention.

P5 Non urgent condition, situation that can be acute but for



which the investigation and necessary care can be delayed.

People who show up at the emergency room are seen according to their health condition rather than their time of arrival. Patients age influences very little the evaluation made following the Canadian Triage Acuity Scale and is solely an element among several others. The wait depends on

the amount of people in the waiting room, but also on the condition of people kept under observation. Indeed, certain patients require more care than others according to their health issues. Doctors are required to ensure that their condition is stable before moving on to see another patient. They must also revalue their condition regularly.

Walk-In Medical Clinics

Address

Phone

CSSS de Laval – CLSC de Sainte-Rose	280, boul. Roi-du-Nord	450 622-5110
Carrefour Médical	3030, boul. Le Carrefour	450 686-8899
Centre médical des Boisés	4670, boul. Saint-Martin Ouest	450 687-8585
Centre médical Jolibourg	1271, boul. Jolibourg, bureau 649	450 689-2424
Centre médical Laval	1110, boul. Vanier	450 661-2521
Centre médical Laval-Ouest	3400, boul. Sainte-Rose	450 627-2651
Centre médical Samson	4599, boul. Samson	450 688-7170
Clinique médicale Dagenais	2065, boul. des Laurentides	450 975-1557
Clinique médicale de l'Avenir	1150, boul. de l'Avenir, bureau 200	450 680-1150
Clinique médicale Laval-des-Rapides	255, boul. de la Concorde Ouest, bureau 210	450 668-2660
Clinique médicale Monteuil	4650, boul. des Laurentides	450 628-8717
Clinique médicale St-François	8495, rue Adrien, bureau 201	450 665-1702
Clinique médicale Ste-Dorothée	1, boul. Samson, bureau 102	450 689-6334
Médi Centre Chomedey	610, boul. Curé-Labelle	450 687-6452
Polyclinique Laval	4640, boul. Samson	450 682-9955
Polyclinique Médicale Concorde	300, boul. de la Concorde Est	450 667-5310
Polyclinique Médicale Fabreville	380, boul. Curé-Labelle	450 628-5800

This information capsule is brought to you by the CSSS de Laval Users' Committee, whose representative in regards to cross-cutting services (emergency room) is:

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