

Overcapacity- Navigating the Numbers

The Regina Qu'Appelle Health Region is periodically faced with overcapacity pressures. As a result, patients who access our facilities may see some changes that raise questions and at times, cause concern. Here's a simple guide to help you understand the information you may hear in the news and help you understand what to expect if you access care services in our hospitals.

Quick Facts-

- Patient safety is always our first priority. Please be assured that while accessing care, you will receive the attention you need, and you will not be discharged from hospital until it is medically safe to do so.
- If you come to the Emergency Department with a medical emergency, you will be attended to immediately. Only patients with non-urgent needs may be affected by increased wait times when accessing our Emergency Department.
- The “number of patients waiting in emergency wards for admission” is commonly reported in the news media. This number is not reflective of the total number of people in our Emergency Department, or the time it will take to see a physician.
- “Overcapacity” means there are more patients in our care than there are inpatient beds to hold them. If you require admission to hospital and the ward you will be cared for on is full, you may be placed in a temporary area until a bed is available.
 - If you are receiving care in a temporary area, we commit to maintaining your privacy to the best of our ability.
 - Regardless of your location, you will still receive the medical care you need.
 - In some cases, even once you're on the ward, you may not be placed in a room immediately - but we will move you to one as soon as it's available.
- If you are an out of town resident, and when medically appropriate, please work with your care team to identify if you can be sent to a facility closer to your home.
- Ultimately, our goal is to get you home safely. If you require follow-up after leaving hospital, the Regina Qu'Appelle Health Region has a wide variety of out-patient services available. In consultation with your Physician, these supports (i.e. home care, outpatient testing) will be utilized to assist your transition from hospital, to home.

- In some cases, tests or procedures may be deferred to a later date.

Questions and Answers

What options are available to me if I don't need to go to the Emergency Department?

Patients not requiring urgent care are asked to consult the following options before coming to the Emergency Department:

- Consult with your family physician;
- Call HealthLine 24 hours a day at 1-877-800-0002;
- Access a walk-in clinic. A complete listing of clinics in your area can be found here:
 - Regina
http://www.rqhealth.ca/finding/list_services.cgi?list=walkins
 - Outside of Regina
http://www.rqhealth.ca/finding/outside_regina.shtml

Why doesn't the Health Region add more beds to accommodate this overcapacity?

The Regina Qu'Appelle Health Region believes that the key to addressing our situation lies in using the resources we have, more effectively. We must understand the reasons why our beds are filling up, rather than just adding more beds.

Why don't you just build another hospital?

We feel that the key to addressing our situation lies in using the resources we have, more effectively.

Will you ever send me to a different hospital to receive care?

If you require hospital care, we make every attempt to ensure you are in a hospital which best meets your needs. If a change in hospital is required, it would only take place after consultation with you and your attending Physician.

If I have a surgery or outpatient procedure scheduled, will that be affected?

During times of overcapacity, elective surgeries and outpatient appointments may be rescheduled. This does not apply to emergency surgeries. If you have questions or concerns about your upcoming procedure, please discuss them with your doctor.

What are my options if I don't need to be in hospital but can't be at home on my own?

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