

# Referral, it's to your advantage!

## What is a referral?

When your health condition allows, the triage nursing staff will offer you an appointment at your choice of partner clinic so that you can see a doctor within the next 36 hours without waiting uselessly in the emergency room.

## Why has a referral been suggested to me?

Our goal is to make sure that every patient is treated as rapidly as possible, in the environment that can provide them with the best service.

- Our evaluation indicates that your condition can easily be treated in a clinic.
- It is unnecessary for you to wait in the emergency room to see a doctor.
- Based on specific criteria, the nursing staff judges that referral is safe for you.

**N.B.:** When you receive a referral, it is essential that you attend your appointment for diagnosis.

## What are the advantages of a referral?

- Wait in the comfort of your own home rather than at the hospital.
- Get an appointment at a clinic at a specific time within 36 hours.
- Actively participate in relieving emergency room congestion.

ref: REO-V01\_EN

Communications – Décembre 2021

## Does it really work?

The program has been in place since 2015 and has proven to be effective.

According to one study:

- You have a 97% chance of not returning to the emergency room after the clinic appointment.
- **95%** of referred patients would like this program to be available everywhere.
- **To date, over 10,000 patients per year have been referred (93% of patients accept).**

## How does it work?

If you accept to be referred:

- The nursing staff offers you a choice of time and partner clinic.
- An appointment is assigned to you.
- The nursing staff gives you a confirmation slip.
- You go to the clinic at least 30 minutes before the scheduled time of your appointment with the confirmation slip.
- You see the doctor and get the required service.