

# FAQ: Nurse Practitioner Service

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The NP Service is an extension of the Emergency Department and there is no change to how the public would use the ER. If you are experiencing a health emergency or urgent health concern, come to the ER, it is open 24/7. If your health concern is something that is not emergent and not urgent, it is always best to see your family doctor or nurse practitioner if you have one, so that follow-up can take place.

- 1. *When can I access the Emergency Department at Lake of the Woods District Hospital?*** If you are experiencing a health emergency come to the ER. It is open 24/7.
- 2. *Is there a walk-in clinic at the hospital?*** No, there is no walk-in clinic at Lake of the Woods District Hospital. There is a new NP Service that is part of the ER.
- 3. *I have an urgent health concern, can I access the NP Service at Lake of the Woods District Hospital?*** Yes, come to the ER if you have a health concern that cannot wait for an appointment with your family doctor or Nurse Practitioner. Upon arrival in the ER, patients are triaged and assigned a level of acuity. Patients assessed as less acute, with a Canadian Triage and Acuity Scale (CTAS) score of 4 or 5, will be redirected to ER South, where the NP Service takes place.
- 4. *When is the NP Service open?*** Hours currently vary. At this time, there is one part-time nurse practitioner on staff as part of the Emergency Department team with a second nurse practitioner joining the Emergency Department team in November.
- 5. *What entrance should I use to access the NP Service?*** The NP Service is part of the Emergency Department. Always use the ER entrance when accessing ER services.
- 6. *Can I choose to use the NP Service over ER?*** No. All patients who come to the ER are triaged and the Emergency team will decide whether you see the doctor or nurse practitioner.
- 7. *Has the NP Service reduced wait times in the ER?*** Yes, despite the rise in patient volumes during seasonal surges and an increase in patients who do not have a family patients are waiting and the number of patients who leave without being seen since the introduction of NP services has been noticed.
- 8. *Can I book an appointment with a Nurse Practitioner as part of LWDH's NP Service?*** No, appointments cannot be booked with the Nurse Practitioner in the LWDH Emergency Department.
- 9. *I don't have a family doctor, how can I get one?*** The Province of Ontario website has helpful information: [Find a doctor or nurse practitioner | ontario.ca](https://www.ontario.ca/health-services/find-a-doctor-or-nurse-practitioner)