

Why did the ambulance bring me here?

You may have been brought to a hospital that isn't in your neighbourhood.

Here's why.

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The Winnipeg Regional Health Authority and EMS have worked together to identify how we can best meet your medical needs when you call an ambulance.

When you call 911 for a medical emergency, the emergency medical services (EMS) will always take you to the location that best meets your medical needs. This may not be the location that is closest to where you were when the call was made.

Here are some of the reasons why you may have been brought to this location:

- EMS decided that your illness or injury needed to be seen by a specialist at this location;
- EMS decided that your illness or injury needed to receive tests or services provided at this location;
- Other locations were experiencing high volumes of emergency patient arrivals, and you were redirected to a location with fewer emergency patients. This allowed you to be seen sooner.

When you arrive at the emergency department or urgent care centre, staff will do an initial assessment and decide which area in the department is the most appropriate place for you to go next. Depending on your condition, you may be immediately taken to a treatment space, or you may be placed in a recliner, a temporary stretcher, or in the waiting room.

How does this benefit me?

By taking you to the location that has the specialist or testing services that your current medical issue, illness or injury needs, the need for a transfer to another location is eliminated and you receive care more quickly.

By taking you to the location that has lower volumes, you can be seen by the physician or nurse practitioner more quickly than if you were taken to a closer location that is experiencing high patient volumes.