

June 2022

Dear Sunnybrook Emergency Department Patient:

Your care is important to us. Please rest assured we are doing our best to ensure you are treated as soon as possible.

Unfortunately, the demands of the pandemic, human resource shortages, increasing patient needs for hospital resources, and adherence to strict public health guidelines over the past two years have resulted in significant delays in Emergency Department care. Our team is aware of these issues and are continuously trying to improve the system in which we work.

We appreciate your understanding and patience. Please be aware that you may wait for an extended period of time (sometimes several hours) if there are more seriously ill or injured patients who need care. Patients are triaged and seen according to medical urgency, not in the order that they arrived. This means that you may see other people getting treatment ahead of you. Patients who arrive by ambulance are also triaged, and so are not necessarily seen ahead of other patients. If your condition worsens, inform the triage nurse.

Every patient who registers will be seen by the medical team. However, if you are not having an emergency, you may consider other options, such as contacting your family physician or specialist, contacting a walk-in clinic near you (search options at www.torontocentralhealthline.ca), or using the Toronto Virtual Emergency Department (learn more at www.torontovirtualed.ca).

Our teams are doing their best to provide the highest standard of care in these difficult circumstances. Please be kind to all of our staff, and remember that we have a zero-tolerance policy for any kind of abuse, harassment, or violence.

Your feedback and suggestions are welcome at our Office of the Patient Experience:
patient.experience@sunnybrook.ca or 416-480-4940.

Thank you for your cooperation. We are privileged to have your trust and will do our best to provide you with high quality care.

Sincerely,



Dr. Aikta Verma
Chief, Dept of
Emergency Services



Steffanye Michaelson
Patient Care Manager,
Emergency Department



Dr. Dan Cass
Executive Vice President, and
Chief Medical Executive