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## Memorandum

Date: November 30, 2023  
From: ANHH Administration  
Re: Emergency Services

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Please be advised that All Nations' Healing Hospital (ANHH) is experiencing high patient volumes in the Emergency/ER Department, while seeing higher patient acuity and staff shortages. We apologize for any inconvenience and ask for your patience and to please anticipate longer than expected wait times. You may also experience redirection of services to other facilities.

### **Emergency Services remain open 24/7**

All patients presenting to the Emergency Department are triaged, meaning sorted or prioritized, based on the urgency of their need for care. Patients are triaged using the Canadian Triage Acuity Scale (CTAS), ranging from *one* signifying the sickest or most urgent, and *five* signifying least sick or not urgent. The triage nurses do this as quickly and accurately as possible based on the information provided by the patient, family members, and EMS providers. This ensures patients needing more urgent care are seen first.

Those needing less urgent levels of care may also visit a Primary Health Care Centre, such as in Fort Qu'Appelle, Regina, Indian Head, Balcarres or Melville. Emergency services may also be available at nearby hospitals in Regina, Indian Head, Melville, Wadena and Wynard.

ANHH and our staff continue to work hard in providing safe, high-quality and wholistic emergency services to the community.

We thank you for your understanding, and for your cooperation to be kind, polite, respectful, and patient when accessing care at ANHH to help support a positive experience for all.

Respectfully,

Gail Boehme  
Executive Director, ANHH & FHQ Health Services