

### *Emergency and Hospital Care*

**Ambulances** – Services available for emergency and non-emergency medical transportation (sometimes called patient transfer) between hospital, home and residential facilities. Ambulances are equipped and staffed to provide medical care during transit.

**Emergency Room (ER)** – ERs are responsible for providing medical and surgical care to patients in need of urgent medical attention, including serious or life-threatening illnesses or injuries.

- About 46% of patients seen in emergency rooms across the LHIN have minor illnesses or injuries, which highlights an opportunity for some of these patients to be seen in other care options.

**Behavioural Support Transitional Unit (BSTU)** – is a 20-bed inpatient program located at QHC Belleville General Hospital. It specializes in enhancing the lives of older adults living with dementia or age-related cognitive impairments and behavioural challenges. The BSTU is a resource for individuals to stabilize their condition and successfully transition to the most appropriate home setting whether their own home in the community, retirement or long-term care.