Investing in your health
Fraser Health welcomes you to our new state-of-the-art Emergency Department, part of a $512 million expansion and redevelopment of Surrey Memorial Hospital.

In 1991, the existing Emergency Department was built for 44,000 patient visits a year. In 2012, we treated almost 100,000 people here, more than double its capacity. As a result, BC’s busiest Emergency Department is often overcrowded. But, our new Emergency Department will change that.

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Our patients’ care and experience is the focus of everything you’ll see today.

Tour map on back

Taking care of congestion
To help ease congestion and provide MORE efficient patient care, our new Emergency has MORE space, MORE patient rooms, MORE equipment and MORE staff.

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Our new Emergency’s stats
2nd largest Emergency in Canada
1 of 2 Pediatric Emergencies in BC
2 public entrances: adult & pediatric
3 NHL hockey rinks fit inside our ER
5x more space
6 ambulances fit in the secure garage
36% more pediatric visits/yr by 2014
100+ single-patient treatment rooms
100 new electric stretchers
275 additional staff (full-time equivalents)
3,750 new pieces of equipment
8,000 visits/yr expected in our MHSU Zone
57,000 square feet of space
70,000 medical imaging procedures/yr
109,000 patient visits/yr expected by 2014

Surrey Memorial Hospital
Emergency Department
Opens October 2013

What to do when you need medical care
For non-urgent care
Call your family physician at (tel#):
Or visit your walk-in clinic at (address):

For non-emergency illnesses
Call 8-1-1
At HealthLinkBC you can speak with a nurse 24/7, a pharmacist (nighttime), a dietitian (daytime) or find health services closest to you.

For urgent care
Call 9-1-1 or go to Emergency
• 13750 96 Avenue, Surrey — intersection of King George Boulevard and 96 Avenue
• Call your doctor, if possible, who may meet you at Emergency or send important info
• Bring your medical records and all your medications with you
• Checkout healthlinkbc.ca for helpful checklists and information

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Tour map on back
Our new modern Emergency care facility

- Walk-in/Triage Zone (Adult) Adults will walk in here through the Guru Nanak Emergency Sandalfoot Entrance. They're checked in and triaged (assessed) here, then sent to the appropriate care Zone based on the severity of their condition — either CATZ, Acute Care Zone 1, 2 or 3, or the Mental Health and Substance Use Zone.
- Pediatric Emergency Department Facilities will bring their children here for treatment. Our new Pediatric Emergency is the largest in the kind of BC. Separated from the rest of our Emergency, it has its own entrance, Walk-in/Triage area, and treatment rooms.
- Care Assessment Treatment Zone This is our busiest Zone — over 50% of adult patients are treated here. It’s where non-urgent care is provided to moderately ill/injured patients (e.g., sprains, strains, stitches or pain, etc.).
- Trauma Room Adults and children arriving by ambulance enter here, where patients in the most critical condition (e.g., not breathing, massive heart attack) are taken by a direct, private route to care.
- Treatment Rooms From our patient’s perspective, our new treatment rooms represent the most radical change we’ve made. Doors and walls now separate patients, instead of curtains, for better privacy and infection control.
- Satellite Medical Imaging (98) Unit Patients come here for X-rays, ultrasounds and CT Scans. This new Satellite unit augments our existing Medical Imaging Department and will primarily serve Emergency and Critical Care Triage Zone 1.
- Acute Care Zones 1, 2, 3 These three zones are primarily for adult patients with illnesses or injuries that require critical care (Zone 1) or urgent care (Zones 2, 3). In all, 16 private treatment rooms and three central nursing stations serve acute patients.
- Infection Control Our Emergency has been designed to reduce the risk of people contracting an infection during their visit.
- New Tower and Lobby Our new Lobby opens October 2013 and provides visitors with access to the existing hospital and to the rest of the Critical Care Tower, which opens (June 2014):
  - A new electronic map kiosk will help visitors find their way around the campus.
  - 25% of Tower construction materials are locally sourced including the Lobby “tens.”
  - Wood decor is used liberally inside and out to create a more healing ambiance.
  - A 40% savings in energy and indoor water use is expected.
  - The rest of the Critical Care Tower opens June 2014 and includes a 48-bed Neonatal Intensive Care Unit, a specialized stroke care unit, an expanded Intensive Care Unit, a larger laboratory, a UBC School of Medicine satellite campus, and more.

New Technology
  - New state-of-the-art technology has been added throughout our Emergency — all with the patient in mind. Here are just a few:
  - Our Trek-like handheld Vocera communication badges make it easier to consult about patients.
  - New electric stretchers make it easier to move patients through treatment effi ciently.
  - We’ve added 11 more isolation rooms.
  - 96 Ave
  - 94A Ave
  - Walk-in (Adults)
  - Triage (Adults)
  - Pediatric Emergency
  - Decontamination Suite
  - Care Assessment & Treatment Zone (CATZ)
  - Satellite Medical Imaging
  - Ambulance Garage
  - Acute Care Zone 1
  - Acute Care Zone 2
  - Acute Care Zone 3
  - Mental Health & Substance Use Zone
  - Other (Nursing, Housekeeping, etc.)
  - Main Lobby
  - Washrooms (Public)
  - Tour Route
  - Shortcut Tour Route
  - Walk-in/Triage Zone (Adult)
  - Care Assessment Treatment Zone
  - Trauma Room
  - Treatment Rooms
  - Satellite Medical Imaging (98) Unit
  - Acute Care Zones 1, 2, 3
  - Infection Control
  - New Tower and Lobby
  - Mental Health & Substance Use Zone

Thank you for your support
www.sunnyhospital.ca/roundemorial