



**EMERGENCY CARE BC**  
Provincial Health Services Authority

# Provincial Emergency Patient Information Resources (PEPIR)

Provincial Discussion Series on Emergency Patient Discharge  
October 25, 2024

*I acknowledge with gratitude, that we are gathered on the traditional, ancestral and unceded territories of the [the xʷməθkʷə́y̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliwətał (Tsleil-Waututh) First Nations who have nurtured and cared for the lands and waters around us for all time. I give thanks for the opportunity to live, work and support care here.*



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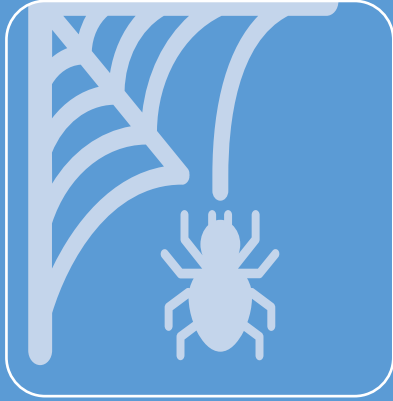
# Agenda

1. Updates on Improved Resources

2. Updates on Access Strategies

3. Next Steps & Future Engagement

# Keeping You Engaged



## Keep meeting?

- Suggestions to improve your experience and the value of the meetings?
- Monthly?



## Best day and time to meet?

- Be specific!
- Morning? Lunch? ...3pm Thursdays?

# Agenda

## 1. Updates on Improved Resources

# Acknowledgement

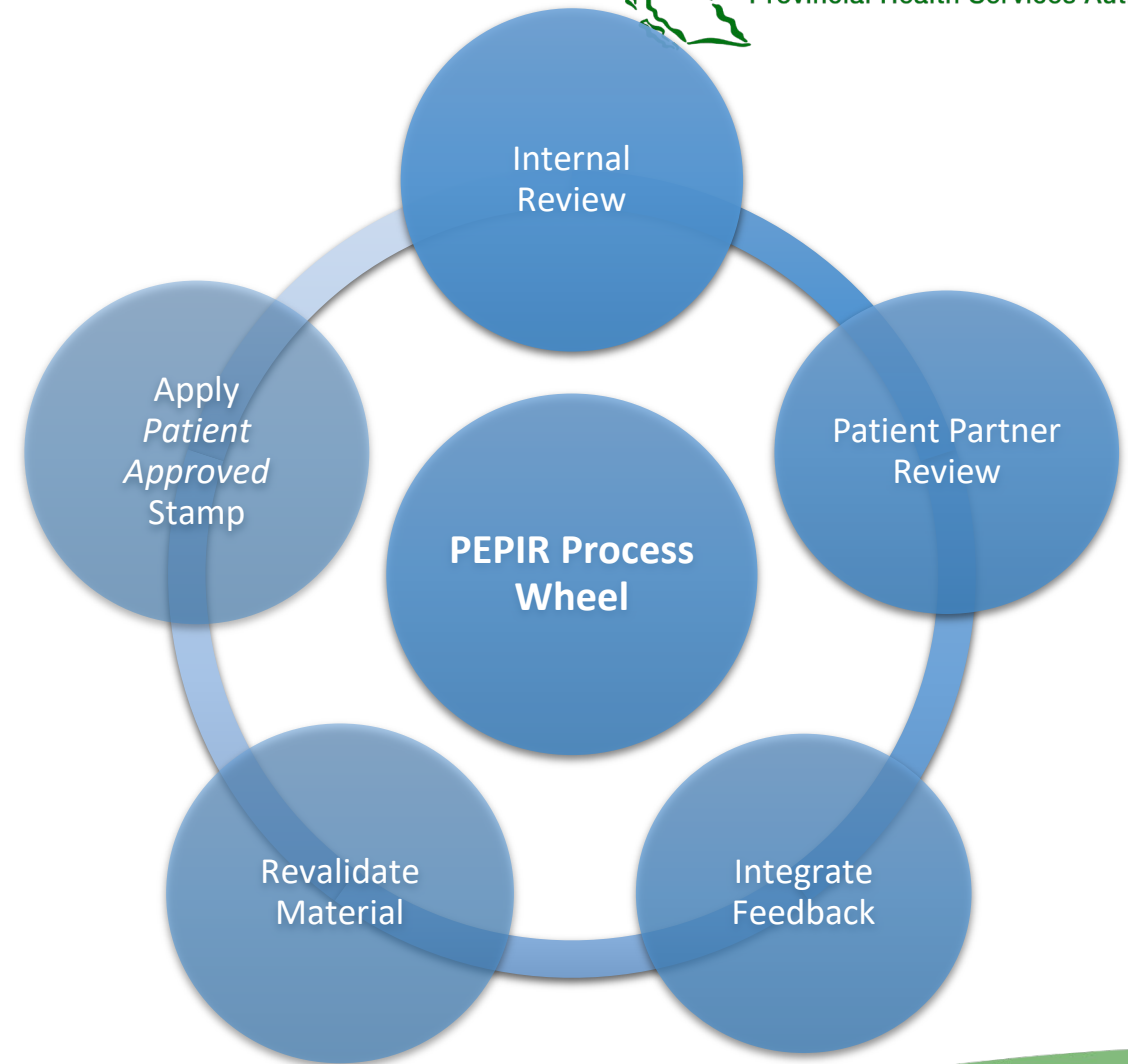
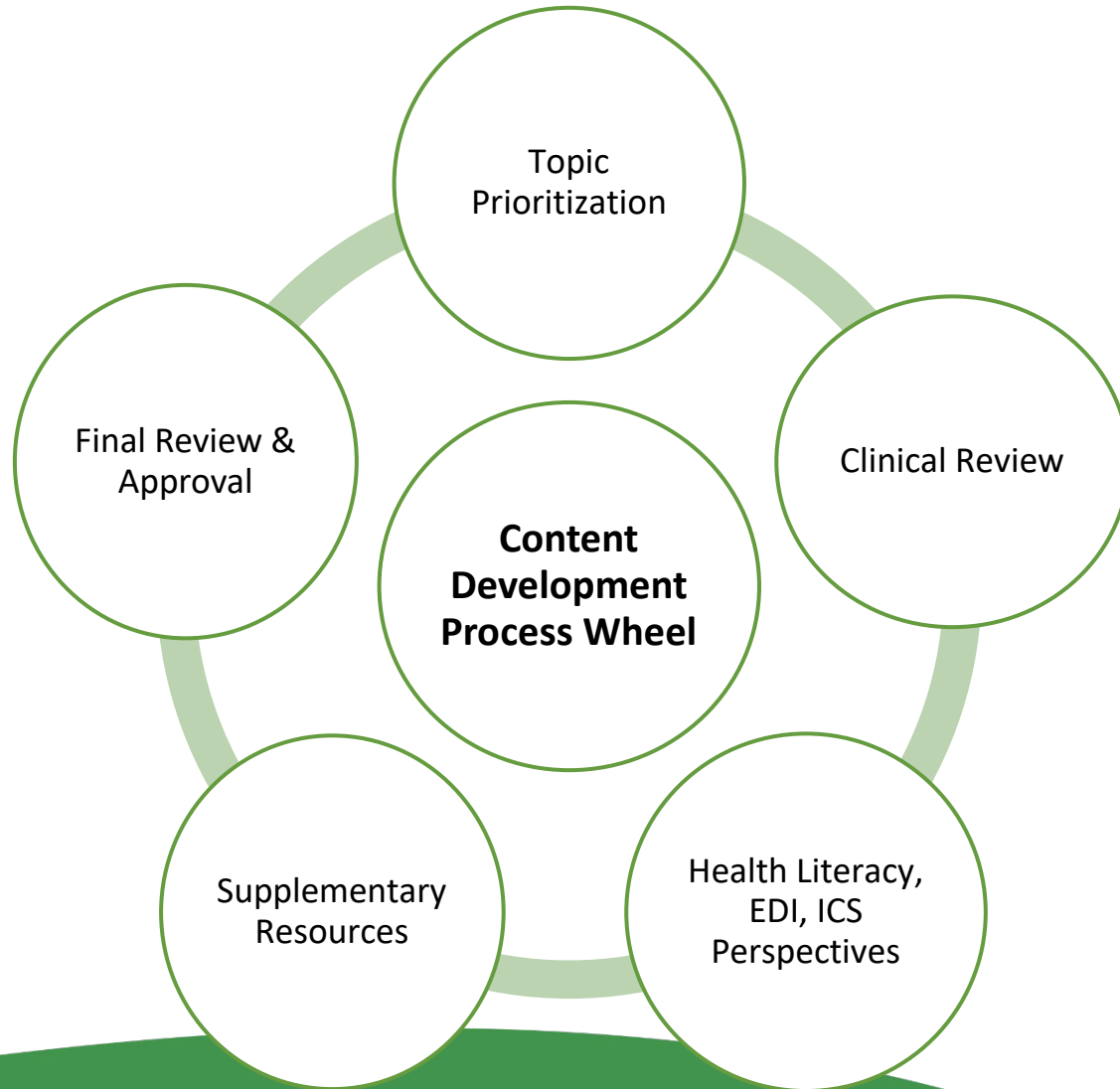


- Gurleen Cheema, Health Quality BC Summer Intern
- Lisa Li, UBC Work Learn Student
- Jack Auraha, UBC Work Learn Summer Student
- Paul Collins-Williams, ECBC Project Manager
- Jason Lau, ECBC Communications Specialist
- Prerna Pant, ECBC Project Manager
- Dr. Emily Stewart, Emergency Physician
- Dr. Jatina Lai, Emergency Physician
- Dr. James Simmonds, Emergency Physician
- Dr. Julian Marsden, ECBC Provincial Medical Lead, Clinical Quality
- Preceptors, supporters, volunteers, EM community and many many others

# Resource Improvement



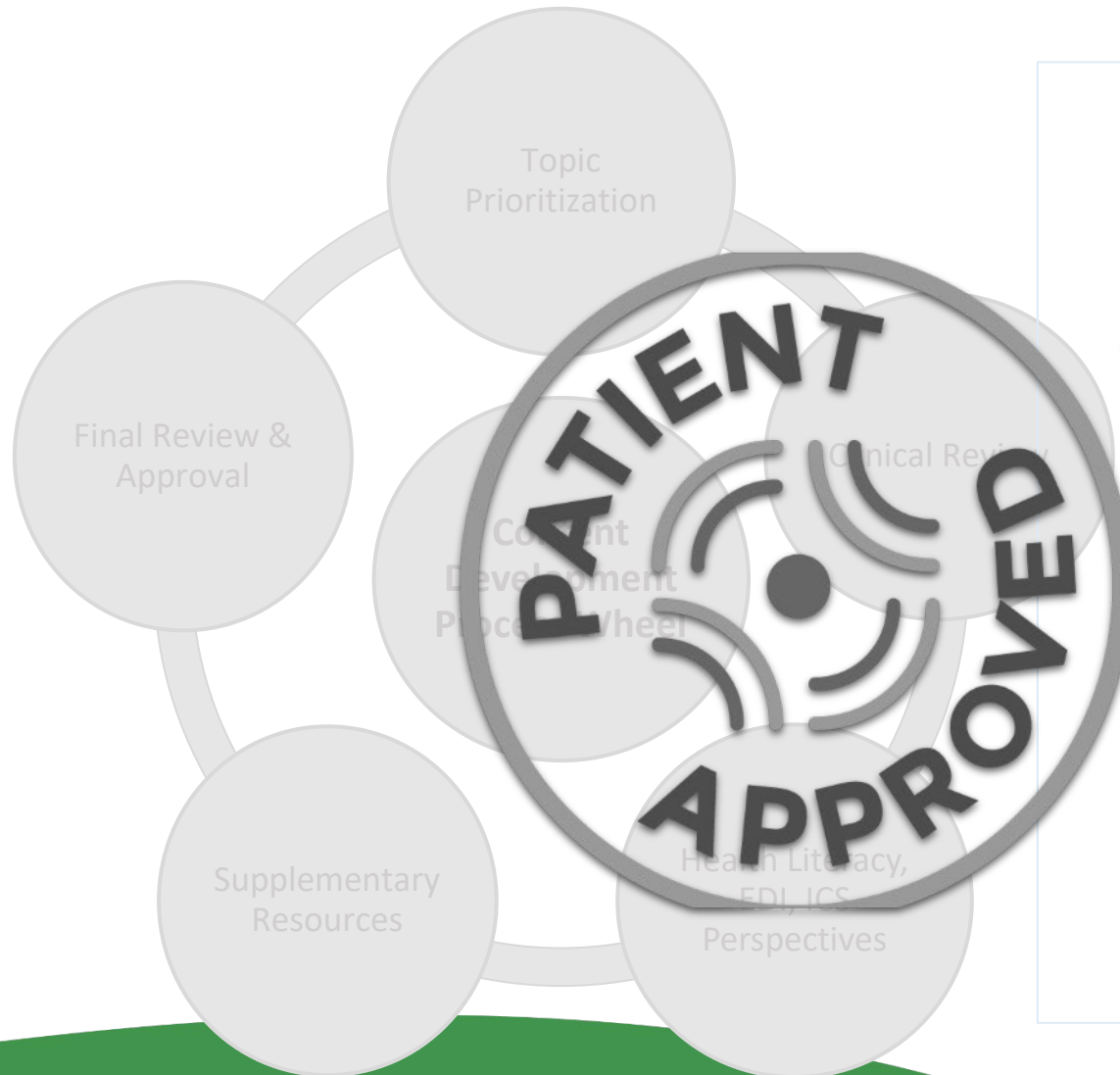
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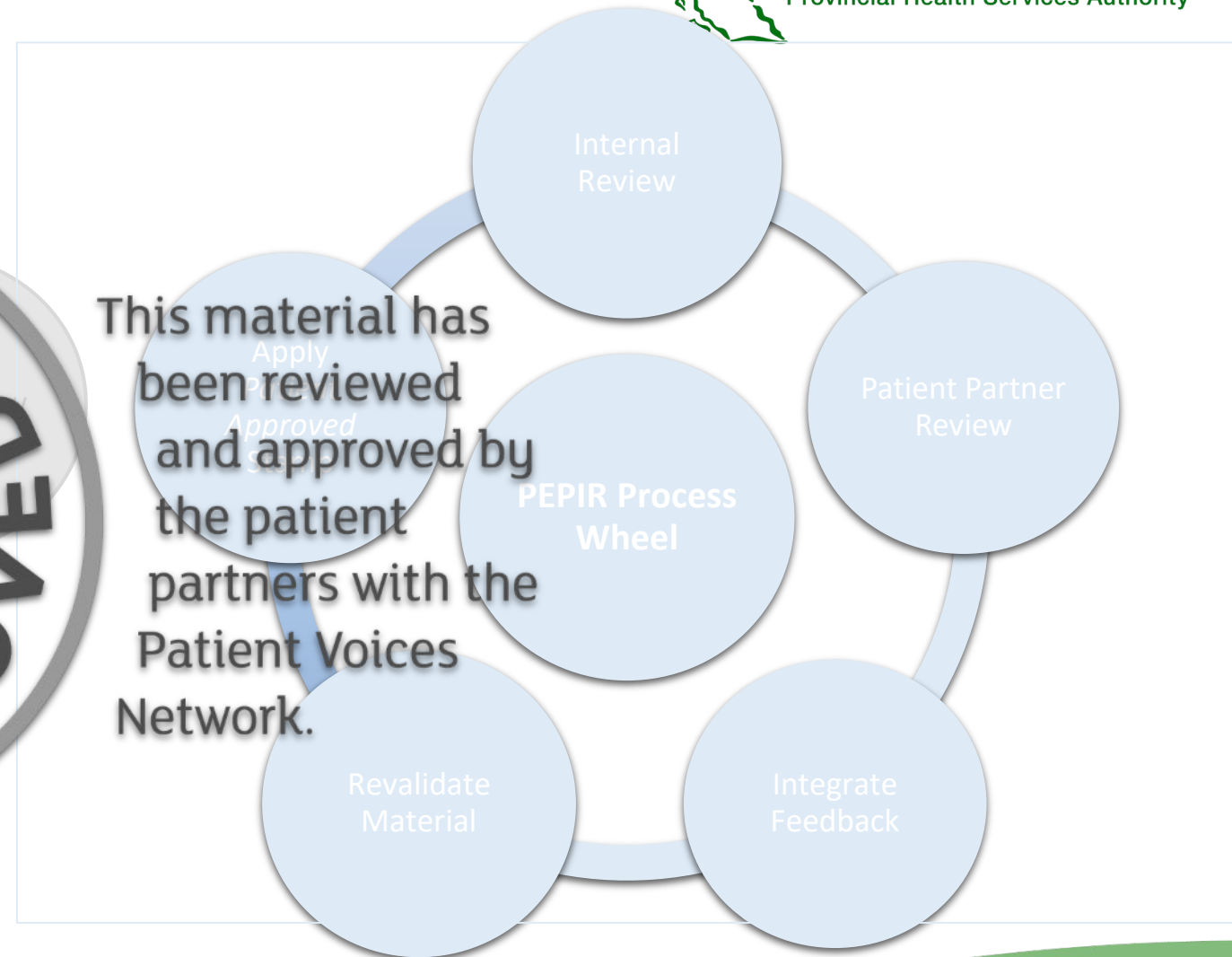
# Resource Improvement



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This material has been reviewed and approved by the patient partners with the Patient Voices Network.





# Resource Quality Improvement



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## Cast and Splint Care

A cast or splint is used to support and protect an injury. Casts or splints stop the injured part of your body from moving so that it can heal faster and in the right position. How long you need to wear your cast or splint depends on the injury you have.

There are many types of casts or splints:

- A cast will be made of fiberglass or plaster. There is a soft layer beneath the hard outer layer that protects your skin.
- A splint can be made of plaster which forms the shape of half a cast, or a piece of metal with soft padding. A splint will be held in place with tape or a large bandage wrap.



Designed by Freepik



### When to Get Help

Go to the nearest Emergency Department or Urgent Care Centre if:

- You have severe, increasing pain or if your pain is not well controlled with pain medicine.
- Your fingers or toes turn blue or grey.
- You feel numbness or tingling in your fingers or toes.
- Your cast feels very tight and/or you have severe swelling.
- You cannot move your fingers or toes.
- Your skin underneath the cast is stinging or burning.

To Learn More:

- Ask your health care provider.
- Use HealthLinkBC: call 8-1-1 (7-1-1 for deaf or hard of hearing) or go online to [www.HealthLinkBC.ca](http://www.HealthLinkBC.ca)

### Recommended Follow-Up

- Follow up in \_\_\_\_ days.

Name of Provider  
Reason  
Date/Time  
Location  
Contact Info

- \_\_\_\_\_
- \_\_\_\_\_

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# Resource Quality Improvement



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Cast and Splint Care - continued

Notes:

## Cast and Splint Care

A cast or splint is used to support and protect the injured part of your body from moving and in the right position. How long you need it depends on the injury you have.

There are many types of casts or splints:

- A cast will be made of fiberglass or beneath the hard outer layer that protects the skin.
- A splint can be made of plaster which or a piece of metal with soft padding with tape or a large bandage wrap.



### When to Get Help

#### Go to the nearest Emergency Department

- You have severe, increasing pain not controlled with pain medicine.
- Your fingers or toes turn blue or grey.
- You feel numbness or tingling in your fingers or toes.
- Your cast feels very tight and/or you cannot move your fingers or toes.
- Your skin underneath the cast is stinging or itchy.

#### To Learn More:

- Ask your health care provider.
- Use HealthLinkBC: call 8-1-1 (7-1-1) or go online to [www.HealthLinkBC.ca](http://www.HealthLinkBC.ca)



## How to Care for Yourself at Home

### Swelling

It is normal to have some swelling from your injury for 2-3 days. This may cause your cast or splint to feel a bit tight or snug. There are things you can do at home to help with swelling.

- Elevate your injured arm or leg above the level of your heart for the first 1-3 days. Support them with pillows or rolled up towels.
- Apply ice or a cold compress to your injury for the first 1-3 days. Do this for 15 minutes every hour while you are awake. Wrap the ice well to avoid getting your cast wet and to avoid making direct contact with your skin.
- Gently exercise your uninjured fingers or toes by moving or wiggling them slowly to prevent stiffness.

### Weight Bearing

Depending on the type of cast/splint you have, you may not be able to put weight on your injury (e.g., standing or walking) for a few days. Follow instructions you were given by the doctor.

### PLASTER CAST

Do not put weight on it for 3 days.

### FIBERGLASS CAST

It is okay to put weight on the cast right away.

### PLASTER SPLINT

Avoid putting weight on it for 1-3 days.

### Keep Your Cast or Splint Dry

Avoid getting your cast or splint wet in the shower, bath, or pool.

- Wrap your cast or splint in a towel, place a plastic bag over the towel, and wrap tape around the open end of the bag to prevent water from getting in.

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# Resource Quality Improvement



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## Cast and Splint Care

A cast or splint is used to support and protect the injured part of your body from moving and in the right position. How long you need it depends on the injury you have.

There are many types of casts or splints:

- A cast will be made of fiberglass or plaster over a hard outer layer that protects the padding.
- A splint can be made of plaster which is covered with a piece of metal with soft padding and tape or a large bandage wrap.



### When to Get Help

**Go to the nearest Emergency Department if:**

- You have severe, increasing pain not controlled with pain medicine.
- Your fingers or toes turn blue or grey.
- You feel numbness or tingling in your fingers or toes.
- Your cast feels very tight and/or you cannot move your fingers or toe.
- Your skin underneath the cast is stinging or itching.

**To Learn More:**

- Ask your health care provider.
- Use HealthLinkBC: call 8-1-1 (7-1-1) or go online to [www.HealthLinkBC.ca](http://www.HealthLinkBC.ca)



## How to Care for Your Cast or Splint

### Swelling

It is normal to have some swelling from your injury. Swelling may cause your cast or splint to feel a bit tight. You can do at home to help with swelling.

- Elevate your injured arm or leg above the level of your heart for the first 1-3 days. Support them with pillows.
- Apply ice or a cold compress to your injury. Do this for 15 minutes every hour while you are awake. Do not let the ice melt or get too close to your skin to avoid getting your cast wet and contact with your skin.
- Gently exercise your uninjured fingers and toes, wiggling them slowly to prevent stiffness.

### Weight Bearing

Depending on the type of cast/splint you have, your doctor will tell you when you can put weight on your injury (e.g., standing or walking). Follow instructions you were given by the doctor.

### PLASTER CAST

Do not put weight on it for 3 days.

### FIBERGLASS CAST

It is okay to put weight on the cast right away.

### PLASTER SPLINT

Avoid putting weight on it for 1-3 days.

### Keep Your Cast or Splint Dry

Avoid getting your cast or splint wet in the shower or bath.

- Wrap your cast or splint in a towel, place it in a plastic bag, and wrap tape around the open end to keep water from getting in.

### Cast and Splint Care - continued

If your fiberglass cast or splint ...

- Gets wet on the outside, wipe it off.
- Gets wet inside, use cold air from a hair dryer to dry it.
  - + Cracks, arrange to see your family doctor or go to a walk-in clinic.
- If your plaster cast or splint gets wet, soft or cracks, see your family doctor or a walk-in clinic.

Caring for your cast and splint:

- Do not trim or reshape your cast.
- Do not bend your metal splint.
  - + Do not hit your cast or splint against hard surfaces.
  - + Avoid getting dirt or sand inside your splint or casts.

Caring for your skin:

- It is common for skin underneath your cast to feel itchy.
- You can blow cool air from a hair dryer into the cast.
- **DO NOT:**
  - + Put powders or lotions under your cast.
  - + Put objects like coat hangers or pencils inside your cast.
  - + Pull the padding out from your splint or cast.
- If skin around your cast becomes red or irritated, talk to your family doctor, or go to a walk-in clinic. Use a soft piece of material (like cotton pads, small towels) to protect your skin while you wait to see them.

### CAST REMOVAL

- Do NOT remove your cast yourself.
- You may be asked to have another x-ray to see if everything is healing properly.
- Your doctor will let you know approximately when your cast will be removed and where this should be done.

### Notes:

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# Resource Quality Improvement



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## Cast and Splint Care

A cast or splint is used to support and protect the injured part of your body from further injury and in the right position. How long you need it depends on the injury you have.

There are many types of casts or splints:

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- A splint can be made of plaster which or a piece of metal with soft padding and tape or a large bandage wrap.



### When to Get Help

#### Go to the nearest Emergency Department if:

- You have severe, increasing pain not controlled with pain medicine.
- Your fingers or toes turn blue or grey.
- You feel numbness or tingling in your fingers or toes.
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## Cast and Splint Care - continued



### How to Care for Your Cast or Splint

#### Swelling

It is normal to have some swelling from your injury. Swelling may cause your cast or splint to feel a bit tight. You can do at home to help with swelling.

- Elevate your injured arm or leg above the level of your heart for the first 1-3 days. Support them with pillows or blankets.
- Apply ice or a cold compress to your injury. Do this for 15 minutes every hour while you are awake. Do not get the ice wet to avoid getting your cast wet and contact with your skin.
- Gently exercise your uninjured fingers wiggling them slowly to prevent stiffness.

#### Weight Bearing

Depending on the type of cast/splint you have, you may be able to put weight on your injury (e.g., standing or walking). Follow instructions you were given by the doctor.

#### PLASTER CAST

Do not put weight on it for 3 days.

#### FIBERGLASS CAST

It is okay to put weight on the cast right away.

#### PLASTER SPLINT

Avoid putting weight on it for 1-3 days.

#### Keep Your Cast or Splint Dry

Avoid getting your cast or splint wet in the shower or bath.

- Wrap your cast or splint in a towel, plastic, or a plastic bag to keep it dry. Do not get water from getting in.

## Cast and Splint Care - continued

If your fiberglass cast or splint ...

- Gets wet on the outside, wipe it off.
- Gets wet inside, use cold air from a hair dryer to dry it.
  - + Cracks, arrange to see your fan in clinic.
- If your plaster cast or splint gets wet, soft and deforms, see your doctor or a walk-in clinic.

Caring for your cast and splint:

- Do not trim or reshape your cast.
- Do not bend your metal splint.
  - + Do not hit your cast or splint or bend it.
  - + Avoid getting dirt or sand inside.

Caring for your skin:

- It is common for skin underneath your cast or splint to become itchy.
- You can blow cool air from a hair dryer in the cast or splint.
- **DO NOT:**
  - + Put powders or lotions under your cast or splint.
  - + Put objects like coat hangers or keys in the cast or splint.
  - + Pull the padding out from your cast or splint.
- If skin around your cast becomes red or itchy, see your doctor, or go to a walk-in clinic. Use a soft cotton pads, small towels) to protect your skin.

#### CAST REMOVAL

- Do NOT remove your cast yourself.
- You may be asked to have another x-ray to see if the bone is healing properly.
- Your doctor will let you know approximately when the cast should be removed and where this should be done.

## Cast and Splint Care - continued

### HOW TO ELEVATE YOUR INJURY



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Images used with permission from "Cast Care Following Surgery or Orthopedic Treatment" (June 2012) by Providence Health Care.

Find this information sheet on the ECBC website:  
[https://emergencycarebc.ca/clinical\\_resource/patient-information-sheet/cast-and-splint-care/](https://emergencycarebc.ca/clinical_resource/patient-information-sheet/cast-and-splint-care/)

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### Notes:

### Additional Information

- How to care for your cast (video):  
<https://www.youtube.com/watch?v=aKlrDBSoytY>

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# Resource Quality Improvement

## Bronchiolitis



Bronchiolitis is an infection that affects the "bronchioles", which are the small tubes (airways) that bring air in and out of your lungs. It most often affects children younger than two years old.



### What to Expect

Bronchiolitis usually begins with common cold symptoms, such as:

- Fever (Temperature greater than 100.4°F or 38°C)
- Runny nose
- Cough
- Eating less than usual

After 2-3 days, your child may develop the following symptoms:

- Breathing faster than usual
- Having trouble breathing
- Pauses in between breaths, sometimes up to 20 seconds
- Wheezing (a whistling sound when your child is breathing in)
- A severe cough
- Difficulty feeding or eating less than usual.
- In most children, symptoms will resolve over two to three weeks.



### Recommended Follow-Up

Follow up in \_\_\_ days.

Name of Provider  
Reason  
Date/Time  
Location  
Contact Info

\_\_\_\_\_  
\_\_\_\_\_



### When to Get Help

Go to the nearest Emergency Department or Urgent Care if:

- Is younger than 3 months and has a fever (38°C or 100.4°F)
- Is younger than than 2 years old and fever greater than 40.5°C (104.9 °F)
- Develops blue lips, gums, fingernails, or skin
- Has difficulty breathing, or looks like they are getting tired or working hard to breathe
- Is breathing very fast

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# Resource Quality Improvement



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PDS Title - continued

Notes:

## Bronchiolitis

Bronchiolitis is an infection that affects the "bronchioles", which are the small tubes (airways) that bring air in and out of your lungs. It most often affects children younger than two years old.



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- Has difficulty breathing, or looks like they are getting tired or working hard to breathe
- Is breathing very fast



### When to Get Help (cont'd)

- Nostrils get bigger when they breathe
- Starts grunting
- Is very sleepy and difficult to wake up
- Chest caves in near their neck or below their ribs when they breathe (retractions).

To Learn More Ask:

- Your health care provider.
- HealthLinkBC - call 8-1-1 (7-1-1 for deaf or hard of hearing) or go online to [www.HealthLinkBC.ca](http://www.HealthLinkBC.ca)



### How to Care for Yourself at Home

#### Medication

- Do NOT give your child Aspirin (acetylsalicylic acid).
- If your child has a fever, they can be given over-the-counter acetaminophen (brand name Tylenol and Tempra) or ibuprofen (brand name Advil). Ibuprofen is not recommended if your child is less than 6 months of age.
- If your child has a stuffy nose, saline nose drops can be used to help. Suction bulbs, found at most pharmacies, can also remove mucus from their nose.



#### Diet

- Encourage your child to drink fluids.
- If your child is over 1 year old, give them warm, clear liquids to soothe their throat and help loosen mucus.



#### Recommendations

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PDS Title - continued



### When to Get Help (cont'd)

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### How to Care for Yourself at Home

Medication

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Diet

- Encourage your child to drink fluids.
- If your child is over 1 year old, give them warm, clear liquids to soothe their throat and help loosen mucus.



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Notes:

PDS Title - continued

Activity

- If your child is older than 1 year, propping up their head in bed with a pillow can make it easier for them to breathe.
- Sleep in the same room as them so you can be alerted to any breathing difficulties.
- Wash your hands often to prevent the spread of the virus.
- Teach your child to wash their hands as well.
- To avoid spreading the infection to others, keep your child away from other young children until they feel better.
- Avoid sharing toys and books, as this can spread the virus.
- Use a humidifier in your child's bedroom.



REFERENCES

1. Stewart, E. Improving Patient Discharge Sheets in collaboration with the BC Emergency Medicine Network: A Quality Improvement Initiative. Masters Capstone Dissertation. University of British Columbia; 2022.

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Notes:

Additional Information



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# Agenda

1. Updates on Improved Resources

2. Updates on Access Strategies



# Rapid Discharge Sheets



## Patient Information Resources - Infectious Illness (Adult)

Scan the QR code(s) circled below by your physician/nurse for more information on diagnosis, symptoms, at-home care and recommended follow-up instructions.

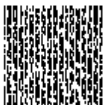
To scan a QR code: Open the camera app on your mobile phone, centre the QR code you want to scan, hold your phone steady and tap the notification that pops up to open the link.

You can view the document directly on your phone or click on the "Email Or Text this Resource To" button to send it as an email or text message and save it for future reference.

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Cellulitis



Colds



Conjunctivitis



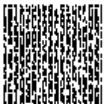
Influenza



Pain Control (Adult)



UTI



For more information and to find other patient information resources, visit the ECBC website at [emergencycarebc.ca/pds](https://emergencycarebc.ca/pds). Have feedback? Fill out our survey at [bit.ly/pdsfeedback](https://bit.ly/pdsfeedback).



# Rapid Discharge Sheets

## Patient Information Resources - Infectious Illness (Adult)

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Cellulitis



Colds



Conjunctivitis



Pain Control  
(Adult)



UTI



For more information and to find other patient information resources, visit the ECBC website at [emergencycarebc.ca/pds](https://emergencycarebc.ca/pds). Have feedback? Fill out our survey at [bit.ly/pdsfeedback](https://bit.ly/pdsfeedback).



## Patient Information Resources - Bones, Muscles and Joints

Scan the QR code(s) circled below by your physician/nurse for more information on diagnosis, symptoms, at-home care and recommended follow-up instructions.

To scan a QR code: Open the camera app on your mobile phone, centre the QR code you want to scan, hold your phone steady and tap the notification that pops up to open the link.

You can view the document directly on your phone or click on the "Email Or Text this Resource To" button to send it as an email or text message and save it for future reference.

Ankle Sprain



Back Pain



Cast Care



Concussion



Pain Control  
(Adult)



Rib Fracture



Shoulder Sprain



Wrist Sprain



For more information and to find other patient information resources, visit the ECBC website at [emergencycarebc.ca/pds](https://emergencycarebc.ca/pds). Have feedback? Fill out our survey at [bit.ly/pdsfeedback](https://bit.ly/pdsfeedback).



# EMR Integration



ED Patient Discharge Handout X List

Tahoma 10

**ED Patient Discharge Handout**

**Visit Information**

ED Assigned Provider/Time

Time Seen:

TestED, Emergency-Physician2, MD 01/26/2023 10:33

Primary Care Physician

Test, Alex

**Discharge Diagnosis**

1:Gastresophageal Reflux Disease (GERD); 2:Abdominal Pain NYD

**Patient Instructions**

Scan the QR code below or visit [https://emergencycarebc.ca/resource\\_type/patient-information-sheet/](https://emergencycarebc.ca/resource_type/patient-information-sheet/) for more information on your discharge diagnosis, symptoms, at-home care and recommended follow-up instructions from Emergency Care BC. Please note: Not all discharge diagnoses have an Emergency Care BC Patient Information Resource.

Note Details: ED Patient Summary, TestED, Emergency-Physician6, MD, 11-Sep-2024 15:27 PDT, ED Patient Discharge Handout

Sign/Submit Save Save & Close Cancel

# Health Gateway Integration



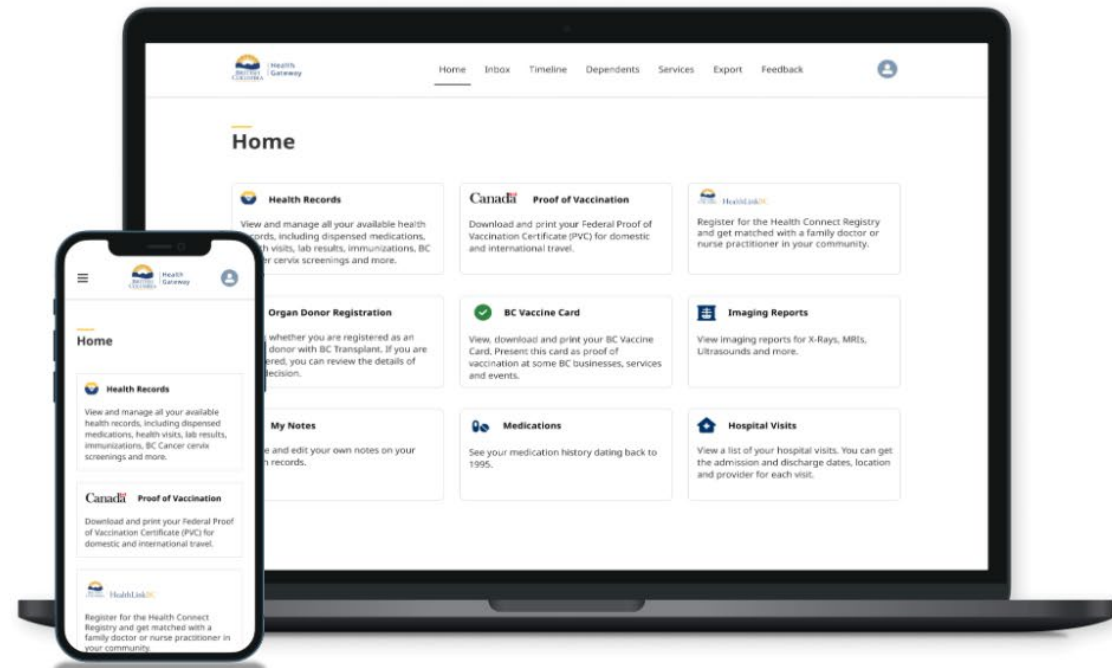
[LOG IN](#)

## Access your health information online

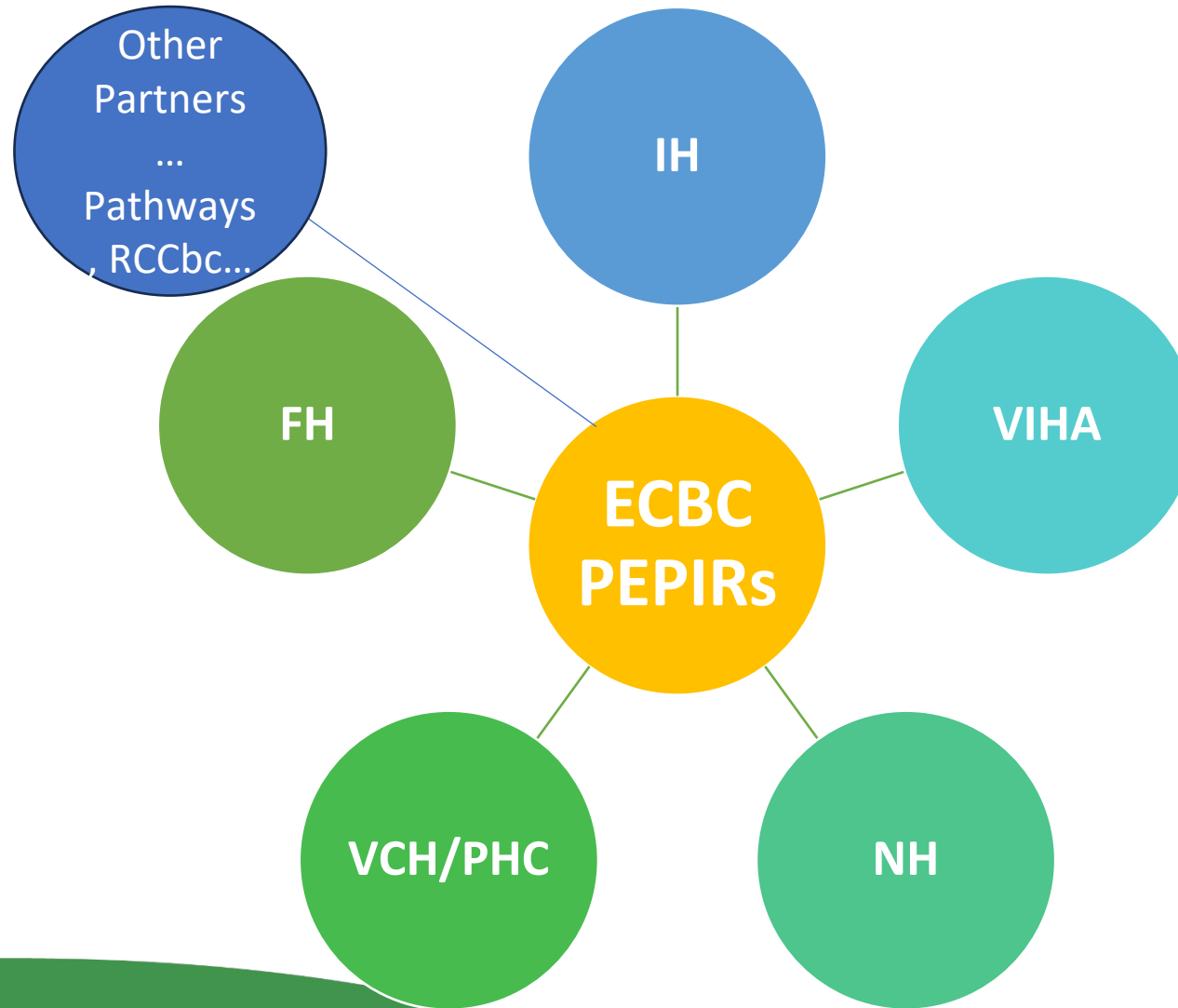
Health Gateway provides secure and convenient access to your health records in British Columbia

[LOG IN WITH BC SERVICES CARD](#)

Need an account? [REGISTER](#)



# Provincial Collaboration & Endorsement



# Enabling High-Quality ED Patient Discharge



**EMERGENCY CARE BC**  
Provincial Health Services Authority

**BC Relevance – Tailored, reviewed, prioritized for local/regional**

**High Quality – Content control, maintain standards**

**Align and improve tools across all HAs**

**Awareness Campaigns (e.g., Posters in waiting rooms...)**

**Advance Tech Solutions (Health Gateway, EMR integration...)**

# Agenda

1. Updates on Improved Resources

2. Updates on Access Strategies

3. Next Steps & Future Engagement



**EMERGENCY CARE BC**  
Provincial Health Services Authority

emergencycarebc.ca

✉ Elizabeth.Stacy@PHSA.ca

