

# Hospital Capacity Information Sheet

When you need hospital care, no matter where you are, you will receive safe and effective care with professionalism, compassion, and kindness from your healthcare team.

## Understanding Hospital Capacity

Across Alberta Health Services (AHS), our people are working to make sure patients with the highest immediate care needs receive treatment in the most appropriate care space available.

At this time there are more patients needing care at this hospital than we have traditional hospital beds available. You may be cared for in an alternate care space until a bed is available.

## What is an alternate care space?

Alternate care spaces allow us to temporarily increase capacity so that everyone gets the care they need. They may include:

- An additional stretcher/bed in a patient room
- Treating a patient in a chair
- Transfer to another area or site

If you are being considered for treatment in an alternate care space, your healthcare team will discuss options with you. This team includes yourself and your family member, a nurse, doctor, and other healthcare workers to support your treatment.

Decisions on who needs to be treated in alternate care space will be made by the healthcare team to ensure all patients get the right care in the right space at the right time.

## What can I expect if I am being treated in an alternate care space?

- Regardless of your location, you will receive the medical care you need. You will always have a healthcare team assigned to your care.
- Your care team will continue to assess your needs alongside other patients and may recommend your treatment needs to continue in a traditional hospital bed.
- Your healthcare team will try to maintain your privacy as best as possible throughout your stay.
- Our hospital team will try to resolve the capacity challenges as quickly and safely as possible.

## Who can I talk to about my care?

Your care team is best informed to answer any questions you might have about your care.

If you have issues during your hospital stay that you feel you need to discuss beyond your care team, there is a Patient Relations Team for you to connect with. You can reach them at 1-855-550-2555 or visit them online by scanning the QR code below. It may take 3-5 business days for a reply.

