



Northumberland

Family Health Team



NEWS RELEASE – FOR IMMEDIATE RELEASE

Discover Tips and Tricks for Your Emergency Room Visit at May Virtual PACE Talk

NORTHUMBERLAND COUNTY, May 10, 2022 — This month, the Northumberland PACE Talk series will continue for the 2021-22 season with *ER 101 for Patients and Families: Tips and Tricks for Your Emergency Room Visit*. Led by Dr. Paul Ketov, Chief of the Emergency Department and Acute Services at Northumberland Hills Hospital (NHH), this talk will take place via Zoom on **Wednesday, May 25 at 5:30 PM**.

Dr. Ketov is passionate about patient education and community outreach, as he truly believes that collaborative communication with patients is a fundamental part of healthcare. Through this PACE Talk, he aims to provide insight into the experience of visiting the Emergency Department, including different roles of the healthcare and allied health professionals who patients and caregivers might encounter. He will provide a glimpse into triage, investigations, discharge, and follow-up processes, will touch on wait times, and highlight how his team is working on improving the patient experience. Attendees will walk away with both tips to help make a visit to the Emergency Department smoother and more efficient, and with recommendations for how to

effectively collaborate with primary care providers, specialists, and community pharmacists after a visit.

In addition to being the current Chief of Emergency Department and Acute Services at NHH, Dr. Ketov is a recipient of several NHH Foundation Gifts of Gratitude as well as an NHH Healing Hands Award. In recent years, he has been heavily involved as one of the leaders in establishing local COVID-19 protocols, as they relate to Acute Care, and integrating the new Epic clinical information system within the Emergency Department. He is an Adjunct Professor at Queens University and is passionate about clinical education, bedside teaching, and evidence-based Emergency Medicine. He is an organizer as well as an occasional speaker for internal Clinical Education and Rounds series colloquially known as Fireside Chats.

As is standard within the PACE Talk format, questions from the audience will be addressed, and these can be pre-submitted by emailing mbhargava@imcare.ca prior to May 24, 2022.

Beginning in 2018, The Northumberland PACE talks have been hosted as free public education sessions on a broad range of health and wellness topics and have consistently drawn large groups of community members with a range of questions and perspectives. Like many other events, The Northumberland PACE Talk series adapted to a new, virtual format as a result of the COVID-19 pandemic.

Lasting an hour in length, each PACE event consists of a 30-minute talk, a 20-minute question-and-answer period with the guest speaker(s) and a short moderator summary. Virtual PACE Talks will follow this same format.

Bring your questions, your suggestions, and your experience and join in what is expected to be another informative discussion.

Pre-registration is required and space is limited to the first 300 registered attendees. This event will be hosted through Zoom, and attendees are asked to login to the event 5 minutes prior to the start. Register for *ER 101 for Patients and Families: Tips and Tricks for Your Emergency Room Visit* today at www.pacetalks.com, where you'll also find video and highlights from many of the previous seasons' talks. For those unable to attend, efforts will be made to share a recording of this conversation following the event, technology permitting.

Contact: Jennifer Gillard, jgillard@nhh.ca or 905-377-7757.

About Northumberland PACE – A collaborative between community health-care providers and local residents interested in learning more and promoting health and wellness, PACE (which stands for Personalized Assessment and Change Education) is a TED Talks-inspired speakers' series typically hosted (on a rotating basis) at Northumberland Hills Hospital in Cobourg and the Community Health Centres of Northumberland in Port Hope. Due to the physical distancing requirements of the COVID-19 pandemic, the event has moved to a virtual format, using Zoom. Northumberland Hills Hospital, the Northumberland Family Health Team, The Community Health Centres of Northumberland, internal medicine specialists IMCare, the NHH Foundation, as well as local patients and caregivers are all represented on the PACE planning table, as is the Interactive Media Development – Film and Television Production program at Loyalist College, which has partnered with the team to support audio and visual recording and distribution. Talks are held monthly at 5:30 PM, typically on the third Wednesday of the month. One hour in total, each talk consists of a 30-minute presentation followed by a 20-minute, interactive question and answer speaker/audience discussion and a short moderator summary to conclude. "Seats" are available free of charge, on a first-come, first reserved basis. Pre-registration is required. For information, please visit www.pacetalks.com.

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