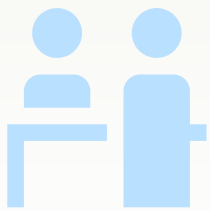


Your Emergency Department Journey

1

CHECK IN

You have probably already completed this at our main lobby desk. If not, please talk with a team member so we know you need care.



2

TRIAGE

After checking in, a triage nurse will call your name when they're ready to see you. The triage nurse will talk to you about your concerns and why you are at the hospital. This nurse will then share your information with your care team.



3

WAITING ROOM

You will be in the waiting room until the treatment room is ready. The most critically ill and injured patients are seen first. Delays and waiting may occur, though we will move you to a room as soon as we can. Your triage nurse will continue to assess your condition. Please let your triage nurse know if you have any questions.



4

TREATMENT ROOM

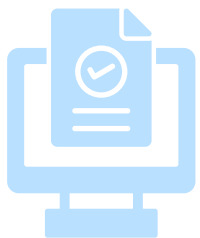
In the treatment room the provider will complete an exam and talk with you about your concerns. If needed, tests or medicine may be ordered. Please allow time for the orders to be reviewed.



5

REGISTRATION

Once treatment has started, a team member will stop by your room to complete your registration and gather your insurance information. You may be called into a registration booth while in the waiting room.



6

PLAN OF CARE

After a complete exam, your team will create a plan of care for you. The plan may or may not include a visit to your provider after you leave or stay in a hospital.



7

PRESCRIBING PAIN MEDICATION

Our Emergency Department staff understands that pain relief is important when one is hurt or needs emergency care. However, providing pain relief is often a complex issue, especially when pain is chronic or a recurrent process. Mistakes or misuse of pain medication can cause serious health problems and even death. Our Emergency Department will only provide pain relief options that are safe and appropriate.



8

AFTER YOUR DISCHARGE

After leaving the Emergency Department, your condition may change or worsen. It's important that you follow-up with your Primary Care Provider (PCP) or specialist listed on your discharge instructions. You may receive a survey about your visit. Please let us know how we did.

