

Why Am I Waiting:

If you feel worse while you are waiting to be seen, please let the triage staff member know immediately.

These are some common reasons for longer wait times:

- The sickest patients get seen first even if they arrive after you.
- Your clinician and/or nurse may be waiting for your test results.
- Your clinician may be scheduling more tests, ordering imaging scans, or discussing your case with a specialist.
- Your medications are being prepared by one of our pharmacists.
- Availability of a hospital bed.



Important Information

- Patients are not seen in the order that they arrive at the ED. At all times, we prioritize patients according to how serious their conditions are.
- Please do not bring valuables with you to the ED. If you do, please have a family member or friend hold them while you are being treated.
- Interpreters are available 24/7 at no cost.
- Financial counselors are available by appointment to anyone who may need assistance.



What to Expect in the Emergency Department (ED)



What to Expect in the Emergency Department

Visiting an ED can be unexpected and a scary experience. We will do our best to make your visit as comfortable as possible for you. Here is some information to help you know what to expect during your visit.



STEP 1: Triage

- A triage staff member will check your vital signs, ask you about your symptoms, and assess your condition.
- The sickest patients are seen first.
- You may be taken directly to a room in the ED or asked to wait in the waiting room.



STEP 2: Registration

- A staff member will ask you for your identification and demographics.
- You do not have to have health insurance to be taken care of.



STEP 3: Treatment Area

- You will be taken into the ED for your visit.
- You may be placed in a room or hallway, and you may be asked to move.



STEP 4: Clinician's Exam

- You will then be examined by clinicians who are experts in Emergency Medicine.
- They will assess, diagnose, and treat your current medical condition.
- You will also have a nurse assigned to you.



STEP 5: Testing

- The clinician may order tests to help diagnose or treat your condition.
- It takes time for your clinician to get the test results and review them.
- This will impact the amount of time you are waiting in the ED.



STEP 6: Treatment

- The clinician will discuss next steps in your care.
- If you can safely go home, a team member will review the instructions with you and make sure you understand how to care for yourself.



STEP 7: Your Feedback

We want to hear about your experience and care about what you think. You will receive an email, phone call, or text message with questions about your experience in the ED. Your response tells us what we are doing right and what we need to do better.



TRIAGE



REGISTRATION



TREATMENT
AREA



CLINICIAN'S
EXAM



TESTING



TREATMENT



FEEDBACK



Care.