

Your Emergency Department Journey

Welcome! Our goal is to make your visit as comfortable as possible while keeping you informed of the process every step of the way.



Was this card helpful to you? If so, please let us know.



DISCHARGE
Treatment complete



TREATMENT
Review results and receive individualized care



REGISTRATION
Update insurance and personal information in treatment room



1
ARRIVAL
Check-in



2
TRIAGE
Brief assessment of the reason for your visit



6




HOSPITALIZATION
Additional care needed



TREATMENT
Review results and receive individualized care


We strongly discourage you from leaving our Emergency Department before receiving treatment.

4



WAIT
WAITING ROOM
Your tests are in progress while you wait. Thank you for your patience and understanding as we prioritize the most urgent emergencies.

3



EVALUATION
Testing begins with Provider in Triage (PIT)

WAIT

WAIT

Frequently Asked Questions

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HOW LONG IS THE WAIT?

There is no way to provide exact estimates of wait times as they frequently and unpredictably change. Wait times may be extended when patients requiring immediate, life-saving measures present to our facility.

I WAS HERE FIRST. WHY IS SOMEONE ELSE BEING SEEN BEFORE ME?

Not all emergencies are equally urgent. While all patients are important and will receive care, some patients require care more quickly than others. The concept of first-come, first-served does not apply as patients are seen by the severity of their emergency and not by wait time. We understand how frustrating it can be to wait while you are injured or not feeling well. We appreciate your understanding as we first treat patients who are not stable enough to survive a wait.

MY DOCTOR CALLED AHEAD, OR AN AMBULANCE BROUGHT ME HERE, WHY AM I IN THE WAITING AREA?

All patients are triaged (prioritized) based upon the severity of their condition, not by their mode of arrival. Arriving by ambulance does not bypass triage, and you may have to wait. Information shared by your health care provider will be considered when developing your treatment plan, but is not an exception to the triage process. In addition, only testing that our care team determines to be medically necessary will be performed.

WHAT IS TAKING SO LONG?

When the demand for services is greater than the number of available treatment rooms, extended wait times can occur as severe and life-threatening conditions must be prioritized. While you are in the waiting area, our care team is using this time to process lab and/or imaging tests in order to help determine your diagnosis and provide appropriate treatment as quickly as possible.

HOW LONG WILL I BE HERE?

It is not possible to predict how long your treatment will take as each patient is different. Many test results can take several hours to be received. Additional testing, procedures, or evaluations from specialist doctors outside of the emergency department may extend your visit by several more hours.

This card is made possible thanks to our Emergency Department nursing staff, who are devoted to providing high-quality care and keeping patients and families informed, and our Patient & Family Resource Centers, a volunteer-led program funded through philanthropic gifts received from grateful patients and the community.



Would you like to learn more about your visit to the Emergency Department?