

Understanding the Emergency Department



TRIAGE, THE FIRST STEP IN YOUR CARE

We would like to take the opportunity to thank you for choosing our hospital in your time of need. We also want you to know what you should expect from your visit. Upon arrival to the Emergency Department, you will meet with a Triage nurse who will perform a clinical assessment of your symptoms and signs (for example, but not limited to, blood pressure, temperature and pulse) in order to prioritize when you will be seen by a physician or other qualified medical personnel. This will help us understand how to best care for you safely and in a timely manner.

WHAT ARE MY RIGHTS?

All patients who come to the Emergency Department for treatment for a medical condition, regardless of their ability to pay, are entitled to a Medical Screening Exam performed by qualified medical personnel. This Medical Screening Exam allows the medical staff to determine if an emergency medical condition exists. If an emergency medical condition does exist, we will provide further medical examination and treatment within the capabilities of the staff and facilities to stabilize the medical condition and/or arrange for an appropriate transfer of the patient to another medical facility.

If however, upon completion of the Medical Screening Exam, the qualified medical personnel determines you do not have an emergency medical condition, you will be given other options.



PATIENT OPTIONS FOR NON-EMERGENCY CONDITIONS

- You may remain in the Emergency Department for additional non-emergency medical treatment by qualified medical personnel. However, to do so, you will be required to complete the necessary registration forms and arrange for payment of all applicable hospital and physician charges.
- You may leave the hospital Emergency Department for follow-up non-emergency care and treatment by your family physician; or through an alternative community resource that provides medical care and treatment for non-emergency medical conditions.

WHY DO PEOPLE COME IN AFTER ME BUT ARE SOMETIMES SEEN FIRST?

At both the Triage and Medical Screening Examination stages, all patients in the Emergency Department are continuously reprioritized based upon the seriousness of their condition. For this reason, a patient who arrives after you may receive treatment before you. If your condition worsens while you are waiting, please notify a staff member immediately.

We understand you have choices when it comes to your emergency medical care and we appreciate the opportunity to serve you. Our team is committed to treating you with dignity, respect and clinical excellence. Should you have any further questions, please see one of the Emergency Department staff.

St. Alexius Hospital Emergency Department

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The statements herein do not alter the contractual, federal or state legal rights or obligations of the hospital