

Visitors

We know how important it is to have family and friends with you during treatment. For the safety and privacy of our patients and staff, we ask that all visitors stop at the “Check In” desk upon arrival. The registrar will contact clinical staff and the patient to receive clearance for visitation.

A staff member will then escort you to the patient’s room. However, during periods of high volume or clinical care needs, it may be necessary to restrict visitation. While in the Emergency Department, we request that visitors remain in the patient’s room. If you or your visitor have questions or concerns, please ask to speak to your nurse.

Let Us Know about Your Visit to the Emergency Department

Please use a comment card, available at the front desk, to tell us about your visit. We also make follow-up calls to some patients after they leave the Emergency Department to get their feedback.



We Care About You: What to Expect During Your Visit

Step 1: Check In

First, stop at the “Check In” window to tell us why you are visiting the Emergency Department. By providing us with a photo ID, you will save time and ensure accuracy. We will ask you to sign a consent form to be treated.

Step 2: Triage

Based on the severity of your problem, you will then be called by a triage nurse



to discuss the reason for your visit, do an initial assessment, and review your medical history and current medications. Patients with the most serious illnesses or injuries are seen first. The nurse may order blood tests or X-rays while you are waiting to see the ED provider. Please be patient while you wait but let us know if you feel your condition is worsening.

Step 3: Treatment

Each patient is treated by a qualified Emergency Department provider and nurse. If you are cared for by a physician assistant, the Emergency Department physician is also aware of your care. Our Emergency Department technicians assist by performing EKGs (electrocardiograms) and drawing blood.

Step 4: Bedside Registration

Registration staff will collect your personal and insurance information. Once you have been brought into an exam room, they will ask questions at the bedside for your convenience.

Step 5: Re-Assessment

Test results, X-rays and CT scans can take two hours or longer. During that time, we will monitor you carefully and will do our best to keep you informed about your care.

Once all your test results are received and evaluated, your Emergency Department provider will re-examine you and decide if you should be discharged from the Emergency Department or admitted to the hospital. Your primary care doctor may be contacted.

Step 6: Hospital Stay or Discharge from the Emergency Department

If you are to be admitted to the hospital, your primary care doctor will be notified and a hospitalist, one of the doctors who work in the hospital, will see you either in the Emergency Department or in your room. When a bed is available, we will transport you to a hospital room as soon as possible. We will keep you informed during the time you are waiting for a room.

If you are discharged from the Emergency Department, you will be given written instructions. It is important that you read, understand, and follow these instructions. Please ask us if you have any questions before you leave.

About Cooley Dickinson's Emergency Department and Fast Track

The Emergency Department is a 27-bed unit that serves 36,000 patients a year, on average. One out of 4 patients arrive via ambulance. Our Emergency Department providers are specialty trained in emergency medicine. Our nurses also have specialty training in advanced adult and pediatric life support, trauma certification and disaster preparedness.

Patients with less severe symptoms or injuries - who can be treated in a short period of time - are cared for in the Fast Track. There are 5 Fast Track beds. Fast Track is open daily from 9 am to 9 pm daily.

Keeping you informed is very important to us. Please ask questions or discuss concerns regarding your care or visit.

Thank you.



Be a part of your care

Be sure we:

- Introduce ourselves.
- Wash our hands.
- Check your wrist band.
- Ask you about your goals for your care
- Inform you about your care, including providing test results and explaining medications and procedures.

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Cooley Dickinson Hospital

Welcome to the Emergency Department

This guide will help you understand what to expect during your visit to the Emergency Department.

