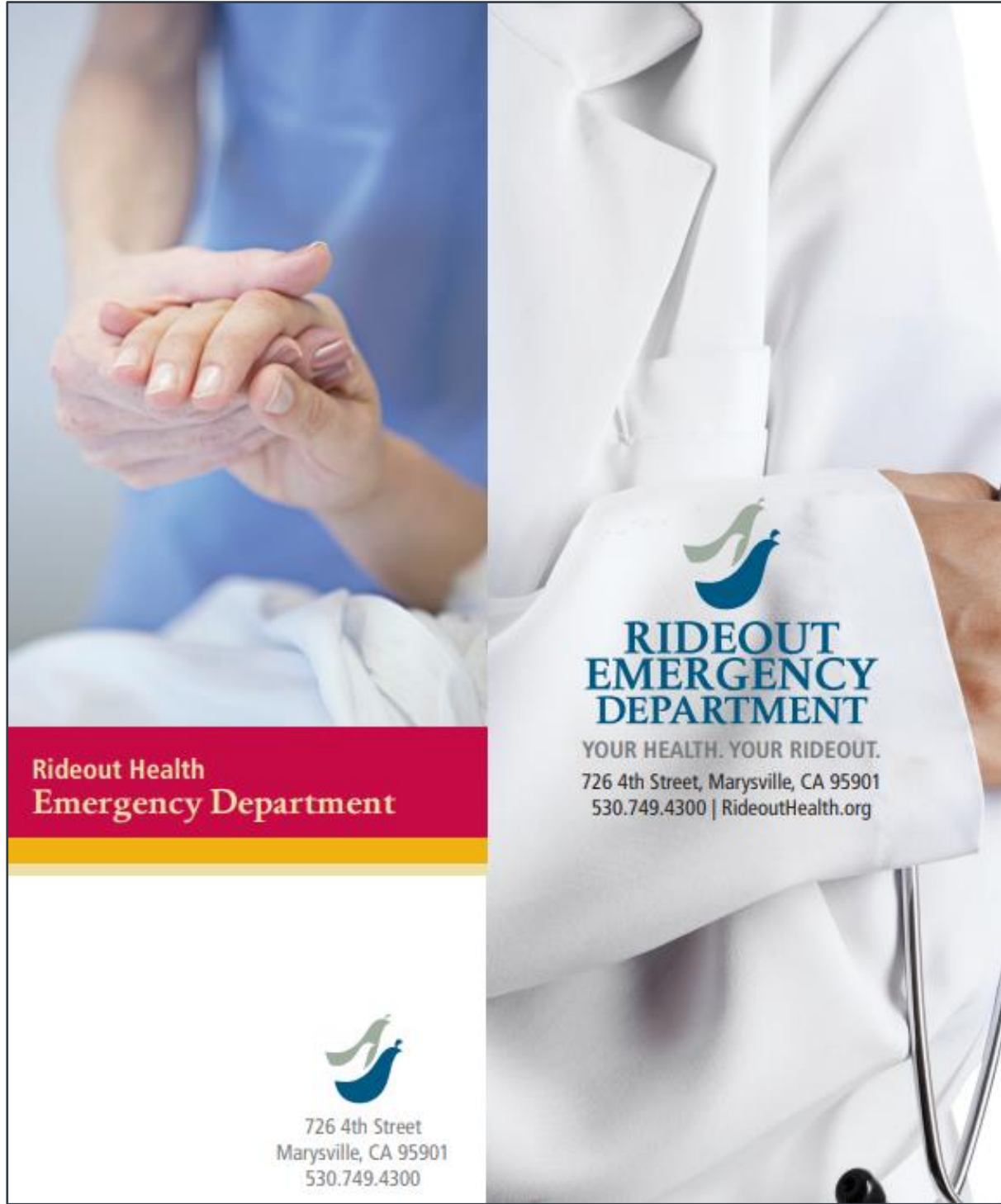


## Rideout Health's ED brochure



## Rideout Health's ED brochure (cont.)

### Rideout Health Mission

Our mission at Rideout Health is to provide compassionate and superior health care to everyone in our community and region.

Rideout Emergency Department aims to provide you with high quality care as efficiently as possible.

The Emergency Department Staff understands that being here is stressful and we strive to take the best possible care of all our patients.

You will be treated as soon as possible, however, someone who arrives in the Emergency Department after you may be seen before you if their condition warrants that they receive treatment more urgently.

We thank you for your understanding on this matter.

### What to Expect:

You may have questions being in the Emergency Department. It's not uncommon to be unsure of what will happen next or how you should proceed from here. Enclosed you will find some information to help alleviate your concerns as you prepare for the healthcare services you will soon receive.

### Triage Explained

Your treatment starts as soon as you step into the emergency department. On arrival, you will present to an Emergency Nurse who will assess the seriousness of your condition. The Triage System is used to guide hospital staff so patients are seen according to how sick they are. This system allows patients with life-threatening problems to be seen first.

The Nurse will make every effort for the patients with the most serious injury or illness to be seen first. We do not see patients according to their time of arrival, but by the seriousness of their condition. All patients are important to us, but priority must be given to those with the most serious conditions.

After being seen in Triage, patients will be placed in a room or in a waiting area depending on the availability of beds and the seriousness of the injury or illness. Our experienced Emergency Department staff may begin medical assessments for those patients in the waiting room in order to expedite care. All tests and studies ordered by the Emergency Department provider may be completed regardless of the patient's actual location within the ED (exam room, treatment area, internal waiting area, main waiting room, etc.)

### Avoid Food and Drink

It is important that you do not eat or drink before being seen by a provider. You may need tests or procedures that require you not eat or drink beforehand. Speak to Emergency Staff if you have any questions about this.

### Code of Behavior

A code of behavior exists to ensure a safe and friendly environment for patients, visitors and staff.

**No acts of violence, swearing, threats, or verbal abuse towards another patient, relative, or staff member will be tolerated.**

## Rideout Health's ED brochure (cont.)

### Waiting for Treatment in the Emergency Department

After being seen in triage, you may be asked to wait in the waiting room. How long you wait depends on how busy the department is at the time, and the number of patients whose conditions are more serious than yours. Sometimes the waiting area appears quiet, but this doesn't mean the emergency department is quiet.

The staff understands that waiting can be frustrating. They do their best to keep your wait to a minimum and make you comfortable. While you wait, if you feel your condition changes, let the Nurse know. You will be reassessed periodically during your wait time.

#### Assessment & Treatment

A Health Care Provider will call you into triage where they will reassess your condition, ask some questions, examine you, and discuss your problem and any tests or treatments that might be required. Feel free to ask questions about your illness and your treatment at this time.

- If feasible, your problem will be treated in the Emergency Department
- Staff may also suggest treatment at home or by your local physician
- For more serious issues or if you require special care, you may be admitted to the hospital

#### Things to Tell the ED Staff

The Emergency Department Staff may not be aware of your medical background, so they ask many questions. Sometimes, this needs to be done more than once.

To help the staff to assess and treat you, tell them about:

- Any health problems you have had
- All drugs and treatments you are using
- Allergies
- Any recent trips overseas
- If you are pregnant or breastfeeding
- Any other facts they should know about
- Please notify Staff if leaving the department

#### Admission to the Hospital

If the best way to help you is by admitting you to the hospital, the emergency staff will let you know. As your admission is unplanned, it may take some time for a hospital bed to be ready. Sometimes, the emergency staff may need to transfer you to another hospital for specialized care. Until then, you are cared for in the emergency department.

#### Safeguard Your Valuables

It is best to ask a friend or relative to look after your valuables while you are being treated in the Emergency Department. Despite the best efforts of the hospital staff, we cannot be responsible for your items.

The hospital will only take responsibility for items that have been formally receipted for safekeeping in the safe.

## Rideout Health's ED brochure (cont.)

### Visitors in the ED

Having family or friends with you can ease the stress, so family and friends are welcome. They should feel free to help with your care. If you are transported by ambulance your visitors may arrive before you and will be asked to wait in the lobby until you have been placed in the department.

- For safety reasons, we request that only one visitor per patient be allowed in the department at one time. Pediatric patients may have two visitors
- The emergency staff may ask visitors to leave during some procedures
- Please remind your visitors to respect the privacy of others

### Telephone Issues

Inquiries about patients can be made by phoning the hospital. Limited information will be provided over the phone. By law, we are only allowed to say whether or not the patient is in the department. No further information will be shared over the phone. One person should make the call and inform other family members and friends. It is important to limit the number of calls because the department is busy and telephone calls take staff members away from caring for their patients. Mobile phones must be turned off while in treatment areas to prevent interference with your care.

### Going Home

When you are discharged from the hospital, you are given advice about follow-up care. This may include: Instruction sheets, drugs or prescriptions, outpatient appointments. Be advised: if your treatment involves the administration of any narcotic substance, you will need a designated driver to take you home.

### Concerns About Care

If you or your relatives have any issues regarding your treatment, please ask the nurse or doctor looking after you. Balancing the needs of everyone in an Emergency Department is a complex and delicate task. Sometimes patients feel that their needs may not have been fully met; if you have had an unsatisfactory experience, you can contact the Patient Satisfaction Coordinator at 530.749.4361, write a letter to the nurse unit manager, or call to make an appointment to discuss your concerns.

### Things to Remember

- Someone who arrives in the Emergency Department after you may be seen before you if their condition requires more urgent treatment.
- It is important that you don't eat or drink before being seen because you may need tests or procedures that require you to fast (not eat or drink) beforehand.
- Mobile phones should be silenced and/or turned off to prevent interference with treatment.



**RIDEOUT  
EMERGENCY  
DEPARTMENT**

YOUR HEALTH. YOUR RIDEOUT.

726 4th Street, Marysville, CA 95901  
530.749.4300 | RideoutHealth.org

Source: Rideout Health, Marysville, CA; Nursing Executive Center