

## Tiger Health's<sup>1</sup> ED flyer

# Emergency Department

You have come to the right place! Our team focuses on giving high quality emergency care. It is important to us that we keep you updated about your care. We invite you to ask our team about delays or questions you have about your care or other needs.

## What to Expect During Your Visit

1. **Check In.** You have probably already completed this. If not, please talk with a team member so we know you need care.
2. **Triage.** Your first visit with the team will be with a nurse. The nurse will talk with you about your concerns and why you are at the hospital. The nurse will share the information with your care team.
3. **Waiting Room.** You will be in the waiting room until the treatment room is ready. The most critically ill and injured patients are seen first. Delays and waiting may occur, though we will move you to a room as soon as we can. Please ask the team if you have questions.
4. **Treatment Room.** In the treatment room, your doctor or assistant will complete an exam and talk with you about your concern. If needed, tests or medicines may be ordered. Please allow time for them to be reviewed.
5. **Plan of Care.** After a complete exam, your team will create a plan of care for you. The plan may or may not include a visit to your doctor or provider after you leave, or a stay in the hospital.

### Triage Completed At:

Possible Wait Time (circle one)

Less than 60 minutes

More than 60 minutes

## Answers to Common Questions

**I see people who came here after I did, and they are going to a treatment room before me. They don't even look sick. Why am I still waiting?** Patients go to different treatment rooms based on their health needs. It may seem as if some patients are treated out of order or you are waiting a lot longer. If you feel that your symptoms are getting worse, please see the triage nurse.

**How long will I be in the waiting room?** Your time in the waiting room will depend on your care needs and those of other ill or injured patients. Please understand the time is hard to predict. Ask the care team if you have questions.

**I have a lot of pain. Will you give me something for the pain while I wait?** Treating your pain is very important. Ice packs, warm blankets and pillows may be used for comfort if needed. Please ask the triage nurse if you would like ice packs, blankets or pillows while you are in the waiting room.