



**Lutheran  
Medical Center** SM

## Emergency Department Information Guide



## WELCOME

We would like to help you to understand what takes place during a visit to the Lutheran Medical Center Emergency Department (ED). This brochure was developed to answer some of your questions about the ED.

### TRIAGE

Triage is the first step in the assessment of your physical condition. A nurse will record your vital signs: temperature, pulse, respiration and blood pressure. You will be asked questions about your current symptoms and medical history.

If you have a Lutheran physician, please let us know right away!

*Please understand:*

We will care for you as soon as possible, but our team may need to treat patients with very serious problems before you.

### REGISTRATION

During your ED visit, there is a brief registration process to create a medical record (chart). The chart is a record of treatment and test results. Depending upon your condition this may happen before your medical examination.

### THE VISIT

You will be escorted to one of the treatment areas to be seen by our ED team of doctors and nurses. Based on your history and physical exam, blood tests and x-rays may be performed. If you are going to be admitted to the hospital, we will contact your Lutheran physician for you.

## DISCHARGE HOME

Our concern for you does not end with your ED visit. We want to be sure that you understand your condition, know how to care for yourself, and are clear on where you should go for your follow-up care. Prior to discharge, you may receive prescriptions for medicine, specific instructions and a referral for follow-up care. You may be referred to one of our many Lutheran Family Health Centers.

*It is important that you fully understand your discharge instructions. Please ask questions!*

## A WORD ABOUT WAITING TIME

While you are waiting inside the ED, there are many activities going on to assure that you are getting the best possible care.

We may be:

- Contacting your Lutheran physician
- Obtaining your prior medical history
- Waiting for and interpreting your test results
- Interpreting x-rays
- Consulting with other specialists when necessary
- Observing you for improvement
- Waiting Preparing your discharge instructions

## FRIENDS AND FAMILY

Our staff understands that friends and family are an important source of support – especially when you are not feeling well. However, the treatment area can get crowded and for this reason, we may ask visitors to remain in the reception area at certain times.

## LEAVING WITHOUT BEING SEEN or AGAINST MEDICAL ADVICE (AMA)

You have the right to leave the ED before your visit has been completed, however, we strongly discourage doing so. Leaving the ED without a diagnosis or discharge instructions can be a serious and perhaps life threatening decision that you should not make without speaking to the physician in charge of your care.

There are a number of things to consider when leaving without being seen or against medical advice. Completing the visit may prevent your condition from worsening. Going to another facility will likely delay, not speed-up your care. ***Please remember that completing the ED visit can save your life!***

The doctors, nurses and health care professionals of Lutheran are dedicated to helping you heal.

Thank you for choosing Lutheran Medical Center.

***Bonnie Simmons, D.O., F.A.C.E.P.***

Chair, Emergency Medicine