

At the end of your visit

Once your healthcare team has received all of your results, you will either be discharged home, kept in observation or be admitted into the hospital.

Discharge Home. You will be given discharge instructions with advice about follow up care. You may be given prescriptions or follow up appointments. Your nurse will bring you the discharge instructions, review them with you, answer any questions you may have, and remove your IV if you have one. If you were given any narcotics while in the ED, you will need someone to drive you home. Please be sure to notify your PCP of your visit and schedule an appointment if needed to receive the appropriate follow-up care. A doctor's note is included in your discharge papers with the date of your visit, if you think a more specific note is needed please ask your provider.

Observation. Some conditions that do not meet admission criteria may require an extended stay to either complete testing, treatment, or ensure your condition does not change. This is called observation and is classified as a hospital outpatient service even though you are in a hospital bed and receive many of the same services as an admitted patient. If you have any questions about this status, please ask your provider.

Admission into the hospital. If the best way to provide effective treatment is by admitting you to the hospital, the staff will discuss this plan with you. Due to the unscheduled nature of emergency room admissions, it may take some time for a hospital inpatient room to be available. We understand you want to get settled. During your wait, we will keep you as comfortable as possible in the ED and you will receive the same quality care.

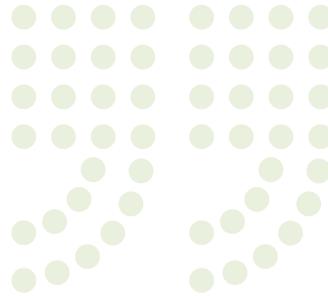
Useful contacts

Emergency Room:	860.972.0000
Food & Nutrition Services:	860.972.3663
Lost and Found:	860.972.5678
Patient Relations:	860.972.1400
Social Work:	860.972.2966
Spiritual Services:	860.972.2251
Welcome Ambassador:	860.696.2273

Our goal is to provide each patient with the highest quality emergency medical care. If you are

dissatisfied with the care you received at any time during your stay, please inform your nurse or doctor before you leave so that we can address any concerns you may have.

Give us your feedback! After you are treated and released, you will receive a survey regarding your recent experience in our emergency department. Please complete the survey and return it as soon as possible. We value and appreciate your feedback, and we will use your comments to identify areas where we can improve. We also encourage you to recognize any of our staff members who may have gone above and beyond in providing your care.



What to expect in the Emergency Department



The Emergency Department (ED) at Hartford Hospital treats more than 100,000 adult patients per year with conditions ranging from minor illnesses to major traumas, heart attacks and strokes.

Patients come to us by all means of transportation ranging from their own automobiles to ambulances, including Hartford Hospital's LIFE STAR helicopter. We admit over 20,000 patients to the hospital yearly. We are accredited as a Level I Trauma Center, a Stroke Center and a Chest Pain Center. We are the main clinical site for the UConn School of Medicine Emergency Medicine Residency and are active in the training of PA/NPs and nurses.

While in the emergency department, patients are cared for by emergency nurses, patient care associates, physician assistants, nurse practitioners and emergency physicians.

We understand that having a medical emergency can be a stressful experience so please feel free to ask questions and let us know how we can make your experience better.

The triage process

When you arrive to the ED you will be assessed by a specially trained triage nurse. Information about your concern will be obtained and your vital signs will be taken, including temperature, blood pressure and pulse. The nurse will then use this information to assess & prioritize your condition.

Our goal is to see patients in the order they arrive. However, we must care for critical patients and those with potential life-threatening conditions first. Thank you for your patience and understanding.

Welcome Ambassador

While you are in the ED, we want to do our best to keep your loved ones informed. In the triage area we have a staff member called the Welcome Ambassador who specializes in trying to keep your families connected to you during your stay. You may provide them with your family's contact information and they will assist in facilitating an update to your family when you are moved to a room in the department. You may also provide your family with the phone number **860.696.CARE** to connect with the Welcome Ambassador.

Front End Provider (FEP)

While you are waiting to be treated you may be seen by our front-end provider (FEP) in an intake

room (this room is still part of the waiting room). The FEP will assess your condition, briefly examine you, and discuss your concern. The FEP may order lab work, imaging, or other tests to help move the process along. After you see the FEP you may be asked to leave the intake room and sit in the waiting room chairs.

How long you wait depends on how busy the department is at the time. The staff understands that this can be frustrating. They will do their best to keep your wait to a minimum and make you comfortable. If at any time you feel your condition changes, let the nurse know. Nurses are the healthcare providers in the royal blue scrub tops.

Some common reasons for delays include:

- Waiting while the sickest patients are seen first.
- Overcrowding due to situations such as the flu or when many emergency patients arrive at once.
- Waiting for X-Rays, CT scan, laboratory results, or specialized procedures (see our wait time posters for estimated times).
- Consultations from specialist physicians.
- Appropriate room placement based on your concern

How you can help

- Have your photo ID and insurance card ready for registration.
- Knowing your current medications, drug allergies, past medical history, and primary care physicians (PCP) is very important information that helps us care for you.
- Tell us if you have had any recent travel, if you are pregnant, or breastfeeding. Please ask our staff before having anything to eat or drink. This request is for your own safety. We may need to do tests or procedures that require you to have an empty stomach.
- Please notify staff if leaving the department. If you have a peripheral line (IV) in place this must be removed by a staff member before you leave.
- If you need any assistance using the restroom, please ask our staff to escort you. Also, ask our staff if a specimen is needed to assist with your diagnosis.

In the treatment area

Once you get into a treatment location you will have an assigned nurse and provider. Please change into your hospital gown, this will help the doctor complete a full examination. They will ask you

questions that you have already answered in triage and FEP. We are listening and we do all communicate with each other. For your safety and to make sure you get the best care, we need to hear about your concerns directly from you.

Depending on your condition, many steps may be necessary to ensure optimal treatment. You may need more blood tests, imaging, specialized procedures, medications, or consultations with other specialists. These steps take time to complete and your patience is greatly appreciated. The provider must wait for all steps to be completed before determining your diagnosis.

Assign a point person. Inquiries about patients can be made by phoning the hospital. Limited information will be provided over the phone due to laws that limit what we can share. We ask for only one person to make the calls and inform other family members and friends in order to not take staff members away from caring for their patients.

Pain management. We adhere to the following guidelines regarding narcotic administration. Any exceptions to these guidelines are by physician discretion.

- If a patient frequently visits the ED and seeks relief from chronic pain, the ED does not prescribe or use Schedule II controlled substance (including oxycodone and oxycodone combinations, Dilaudid, Morphine, Fentanyl, Opana, and Methadone).
- Lost or stolen prescriptions for controlled substances may not be replaced.
- You may be asked to follow up with your PCP or local pain specialist.
- We are not able to provide pain medication in the Waiting Room area.

Obtaining an interpreter. Interpreters are available for all patients with limited English proficiency and/or who are deaf. We have many options available including qualified staff interpreters, video, and audio calls. Please ask one of our staff members if you feel you need an interpreter and arrangements will be made.

Please safeguard your valuables. It is best to ask a friend or relative to look after your valuables while you are being treated in the ED. We cannot be responsible for your items.