

Who treats you in the ED:

The emergency medical team consists of nurses and physicians who are specially trained for emergency medicine. Oaklawn's Emergency Department also has ward clerks who provide assistance with laboratory work, x-rays, special medical equipment and patient comfort. This emergency team is specifically trained to treat all types of medical emergencies.

Who may stay with you into the treatment area:

To allow the emergency team sufficient space to do its job quickly and effectively, visitors in the emergency treatment area are kept to a minimum. This ensures that the patients are receiving the best medical care, and maintains an appropriate level of privacy. Every effort is made to keep those with you informed of your condition and let them to stay with you when possible.

What happens before you leave the ED:

You will receive verbal and written care instructions upon discharge, and it is very important that you understand and follow these directions accurately. If you do not understand the instructions or have any questions about them, ask for clarification.

Patients are responsible for their own care after they leave the Emergency Department. Patients are also responsible for and strongly encouraged to arrange follow-up appointments with their regular physicians. Oaklawn Hospital can refer patients to appropriate physicians for follow-up care if necessary. Patients can also call 888-OAKLAWN for a referral, or visit www.oaklawnhospital.org.

Please do not call the Emergency Department for medical advice. The ED is unable to give medical advice over the phone. If you think you are having a medical emergency, call 911 or come straight to the Emergency Department. If you are seeking medical advice, contact your primary care physician.



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Oaklawn Hospital Emergency Department

Guide to Services



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WELCOME

Oaklawn's Emergency Department is focused on serving patients efficiently and compassionately, whether diagnosing, treating, admitting, or transporting to another medical facility. Our goal is always to reduce patient wait times as much as possible, while still treating the most serious injuries and illnesses first.

The Emergency Department staff skillfully cared for more than 20,000 patients in 2008. To meet the growing community need, we expanded the Emergency Department in 2006 with five new beds, a new nurse's station, new triage area, family conference room and more.

Physicians certified in emergency medicine staff Oaklawn's Emergency Department. The department's RNs are certified in adult and pediatric advanced life support, and many hold national certifications in emergency and trauma nursing. All of our regular nursing and clerk staff are also certified by the Federal Emergency Management Agency in emergency preparedness.

What to expect in the Emergency Department

The Emergency Department at Oaklawn Hospital is meant to provide treatment for sudden, extreme, or unstable illnesses or accidents. It cannot take the place of regular care from a family doctor or medical specialist. However, it can help you get through those times when you experience severe illness, an accident, or some other critical event.

When you arrive, a registration professional will assist you and your family members in the

waiting room. The ED staff takes your basic information when you first enter and a triage nurse evaluates your condition to ensure you receive the appropriate care as soon as possible.

For your identity protection we require photo I.D. and insurance cards to be presented at each visit. You should also be prepared to make a point of service co-payment when you visit the Emergency Department. It is Oaklawn Hospital's policy that all patients are treated with respect, dignity and compassion regardless of their ability to pay. Expectations for payment will be based on the patient's ability to meet obligations according to established Federal guidelines.



What to do when you get to the ED:

When you arrive, a registration professional will be on hand to assist you and your family members in the waiting room. A triage nurse will evaluate your condition, at this point as well.

It is Oaklawn Hospital's policy that all patients be treated with respect and have their problems, pain and condition taken seriously. It is very important that the most seriously ill and/or injured people be treated first. The Emergency Department staff does its best to ensure every patient is seen as quickly as possible.

If you are experiencing chest pain, you need to tell the registration clerk and the triage nurse right away. This may also feel like pressure, squeezing, fullness, or chest discomfort, or other severe symptoms.

What will make the trip run more smoothly:

It is important to know the name of your family physician or primary care provider in case he or she needs to be contacted. Carry a list of medications and the dosages you take, as well as a list of drug allergies. This needs to be shared with the Emergency Department team.

What forms will need to be signed:

A consent form to authorize appropriate medical treatment determined by the emergency medical team will be required. Consent from a parent or legal guardian is required for children under the age of 18. The information you provide to our personnel is protected by the HIPAA Privacy Rule.

Why you may wait to see a nurse or physician:

Every effort is made to provide prompt care but you may have to wait before you are seen by a medical professional. There are a variety of reasons for this. The most common reason is that other patients may need to be treated first due to a more serious injury or illness. In addition to coming through the ED entrance, there will be people brought through other doors — directly from their doctors' offices in the building, or via ambulance for example — and these people become part of the triage system. Plus, others with less severe injuries or illnesses move from the waiting area to be seen by a physician assistant, which does not mean they were seen ahead of more serious injuries. Lastly, it could be that you also might need to wait for procedures such as x-rays and laboratory tests, and the results can take some time to be obtained and reviewed.