



Emergency Department: A guide to your visit

Welcome to the Emergency Department (ED) at Greenville Memorial Hospital.

Thank you for trusting us with your care. This visit probably is unexpected, so you may be anxious. Our goal is for you to feel cared for while we address your concerns.

We understand that waiting is difficult. Please know that we will do our best to meet your medical needs as quickly as possible. Thank you for your patience.

Your care begins the moment you arrive and sign in with our nurse. As you move through the ED, please note these steps:

Arrival

- Sign in and tell us why you are here. Our nurse will take your name and ask you a few questions.
- Our goal is to maintain your privacy and confidentiality.

Triage

- A triage nurse will call you and take you to a private exam area.
- The nurse will listen to your concerns, assess your condition and ask about your medical history.
- The triage nurse then determines the urgency of your condition. Tests may be ordered at this stage.
- You may see a doctor in triage. To move your care along, this doctor will do an initial evaluation and may order testing. You will see another doctor, physician assistant or nurse practitioner when you move to the treatment areas.

Care coordination

- Please do not eat or drink until you have been seen by a doctor, physician assistant or nurse practitioner.

- Your comfort is important. We provide closed-caption TV, free Wi-Fi, a charging station and a warm blanket, if needed.
- We strive to give you regular updates on your next steps.
- Please tell a team member if your condition changes.

Why are some patients seen before others?

Please know that every patient is important to us, and you will be seen as quickly as possible.

Patients are called to different areas based on their needs. Thus, patients may be seen out of the order they arrived. Many do not arrive through the waiting room, but come by ambulance.

Safety

- Your safety is important to us.
- For everyone's safety, we have a zero-tolerance policy on violence. Acts of violence, threats and verbal abuse will not be tolerated.
- We will treat you with respect, and we expect the same from you.

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Registration

While you are in the lobby or treatment area, someone from Patient Access/Registration will get your personal and insurance information. Note: You do NOT need medical insurance or any kind of payment to be seen in the ED.

Treatment area

- Once in the treatment area, you will see a doctor, nurse practitioner or physician assistant. We are a teaching hospital, so your care team may include medical students and nursing students. Specialists also may be called in.
- We know the support of family and friends is key at this time. We will make every effort to let them stay with you. To protect the health and privacy of our patients, we may need to limit the number of visitors in the treatment area.

Testing

Your care provider may decide you need one or more tests during your visit. Once you are in a treatment area, your doctor, nurse practitioner or physician assistant will go over the results with you.

Here are minimum times for some common tests to be processed (keep in mind this does not include the time your care team will need to review the results):

- Bloodwork: 90-120 minutes
- X-ray: 60-120 minutes
- Ultrasound: 90-180 minutes
- CT: 90-180 minutes

What to expect if you are discharged

If your care team members determine that it is safe for you to go home after your treatment, they will discharge you from the ED. You will get written instructions from your provider. Be sure you understand and follow these instructions. Please ask a member of your care team if you have any questions.

What to expect if you are admitted

If your care team decides you should stay in the hospital (also referred to as being admitted or being placed under observation), know that this is a multistep process. You will meet the team that will take care of you while you are in the hospital, and then you will move to a different room. There may be a wait to get you to a room. Your care team will continue to take care of you and make you comfortable.

Comfort measures

We will do our best to make you comfortable and ease your pain. Effective ways to control pain include ice, body positioning, anti-inflammatories and physical therapy. Use of opioids is strictly monitored. For chronic pain, the ED does not prescribe or use controlled substances.

Feedback

Our goal is for you to feel like the level of service and care we provide is excellent. We value your feedback. If we can improve or if there is someone you would like to recognize, please tell us. If you have a concern, please let us know right away. We appreciate the opportunity to address your feedback before you leave.

Your care team

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_____	_____

Questions (note your questions here so that you remember to ask them)
