

OTHER USEFUL INFORMATION

- To easily **identify the ER staff**, uniforms are color-coded:
 - ◆ Doctors wear scrubs or white lab coats
 - ◆ Registered nurses wear royal blue and white
 - ◆ ER Technicians wear Navy
 - ◆ Clerks wear Navy
- **Cell phones** may be used in the waiting area, however camera phones are not allowed. Cell phones must be turned off in treatment areas because they can interfere with monitoring equipment. Phones are available for patient use in some treatment areas.
- The **Emergency Entrance** is open 24 hours a day.
- The Emergency Room can also be accessed through Capital Region's main lobby doors during the day.
- Parking for emergency patients is available adjacent to our ER main entrance.
- If the **patient needs to leave** the waiting area or treatment room prior to treatment, **please notify the nurses.**
- **Dining** is available for friends and family in the cafeteria which is located off the main lobby hallway.
- **For their safety**, please do not leave **children** unattended.

Because things can change minute to minute in the ER, please try to understand that a nurse can be temporarily called away to assist with a more seriously ill patient.

Emergency Department (573) 632-5436
General Information (573) 632-5000

www.crmc.org

To nominate a star:

http://www.crmc.org/qoc/starawards/star_nomination.aspx

Emergency Department

WELCOME

No one looks forward to a medical emergency, but when one does occur, Capital Region Medical Center is the place to seek treatment.

Since medical emergencies can occur at anytime, the number of patients needing care varies greatly throughout a 24-hour period. In addition, patients enter the ER either through the main door or via separate ambulance bays.

The Emergency Room may lack the familiarity and pace of a doctor's office, and may seem rushed or unavailable at times. Please know that at Capital Region, we care deeply about our patients, and we are attentive to the patient's emergency medical needs at all times.



It's your choice.

WHAT IS THE PROCESS IN ER?

The ER process consists of Triage, Registration, Treatment, Discharge either to home or a hospital room, and Follow-Up Care.

TRIAGE is the act of determining a patient's medical condition to ensure that patients with the greatest medical emergency receive the most prompt care, (*the worst are first*). Triage, performed by one of our experienced registered nurses, includes:

- Review of medical history
- Assessment of current symptoms
- Evaluation of vital signs: body temperature, blood pressure, and pulse
- Determining the urgency of each patient's condition

If a patient's situation worsens while waiting to be seen, please let us know immediately. We recommend not eating or drinking before seeing the physician.

REGISTRATION occurs after triage to gather patient information and to obtain consent to be seen and treated by an emergency physician. At this time, we will ask for health insurance information. If the patient is here because of an auto accident or an accident at work, please tell us, because it may affect our billing process.

Patients are seen according to medical needs, and not necessarily by the time of their arrival.

When the ER is very busy, it may be necessary for patients to be placed in the waiting room. The staff will do its best to keep the patient informed concerning the expected time the patient will be placed in a room. Thanks for your patience during these times.

TREATMENT occurs in one of our 16 private treatment rooms. To provide enough working space, only two people can stay with the patient in the treatment room. For certain cases/tests, no visitors are allowed for their protection.

Once asked to enter the treatment areas, an assigned primary registered nurse will be responsible for coordinating the patient's care.

In the treatment areas, an ER physician will evaluate the patient's condition and if more information is needed, will order tests and/or contact the patient's personal physician or a medical specialist. Don't be surprised if the same question is asked more than once. This is one way we ensure accurate and appropriate care.

Results from Laboratory tests, X rays and CT scans can take between 20 to 90 minutes to process. We appreciate your patience.

Once all test results are available, the ER physician will discuss the patient's treatment plan. Most patients are treated and released, but if the condition is more serious, the patient will be admitted to the hospital for further tests and/or observation.

DISCHARGE AND FOLLOW-UP CARE is needed to ensure a successful recovery. If released to go home, a Registered nurse will provide the patient with discharge instructions. **Before leaving the ER, please stop at the Registration Discharge Desk to be formally discharged.**

If admitted to the hospital, an extended wait in the ER may occur as we prepare a bed in an area of the hospital most appropriate for the patient. Thank you for your patience.