



HOW LONG CAN I EXPECT TO BE IN THE EMERGENCY DEPARTMENT?

Once you are in the treatment area, the total time of your stay will depend on your condition and necessary treatment. We treat each patient as an individual, designing a treatment plan to meet his or her medical needs. If your emergency physician consults with a specialist or orders diagnostic tests, your treatment may take longer.

The time of day may also impact the total treatment time, as the emergency department tends to be busiest between 3 p.m. and 11 p.m.

WHAT HAPPENS AFTER I AM DISCHARGED FROM THE EMERGENCY DEPARTMENT?

Before you leave the emergency department, your nurse will provide detailed instructions for follow-up care. Please ask questions if there is anything that you don't understand.

Please be sure to arrange transportation home. Many patients choose to drive themselves, however you may not be able to drive if you have been given certain medications. Ask your nurse or physician if there are any driving restrictions when you're ready to leave the emergency department.



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EMERGENCY DEPARTMENT





WHO PROVIDES CARE AND MEDICAL TREATMENT?

Your care team will consist of a variety of highly trained professionals, including:

- **An emergency physician:** Your physician will have overall responsibility for your care. Each patient is seen by an emergency physician, who will communicate with nurses, other physicians and testing departments to coordinate your care. In conjunction with your doctor, resident physicians may also be part of your care team.
- **A registered nurse (RN):** Your nurse will assess and monitor your physical condition, your medication and keep your family informed of any tests and procedures. Each nurse is responsible for several patients and works closely with your doctor to provide the best care possible. When you're ready to leave, your nurse will also provide you with important discharge information, which will include instructions on follow-up care and any medications you'll need.
- **Other team members:** Your care team will also include a patient care associate, nursing technicians and emergency department volunteers. Staff from the laboratory, X-ray and diagnostics or the respiratory department may also be involved in your care.

COULD THERE STILL BE A DELAY EVEN THOUGH THE WAITING ROOM IS EMPTY?

Our emergency room team works hard to make sure each patient is treated as quickly as possible. However, an empty waiting area does not necessarily mean that our emergency department isn't busy. For example, patients may arrive through the ambulance entrance and never enter the waiting area.

CAN PATIENTS HAVE VISITORS IN THE TREATMENT AREA?

Two visitors are allowed to stay with the patient in their treatment area at any given time. Visitors must remain at the patient's bedside (not in hallways or other nearby areas). Visitors may not be able to accompany patients to testing areas, such as the X-ray department. If the emergency department becomes full, or if your care team feels that patient privacy is needed, visitors may be asked to return to the waiting area.

ONCE I AM IN THE TREATMENT AREA, WHY MIGHT I HAVE TO WAIT LONGER?

Our goal is to provide expert and compassionate medical care as quickly as possible. However, there are certain situations which may extend a patient's wait time, including:

- Waiting for consultations from specialty physicians (such as cardiologists, orthopedic surgeons, etc.)
- Waiting for test results (lab, X-ray, etc.)
- Arrival of several critical patients at once, either by ambulance or due to a local epidemic such as the flu
- Availability of a hospital room for patients who require hospital admission

WELCOME TO THE EMERGENCY DEPARTMENT

Thank you for entrusting your medical care to us. We understand that your visit today was probably unexpected, like most emergency department visits. Our highly qualified team is dedicated to providing expert and compassionate care to each patient that we treat. This brochure provides answers to common questions many of our patients have. If you have additional questions, please feel free to ask any member of your care team.

WHAT IS TRIAGE?

The triage process determines the order in which patients will be seen based on the severity of their symptoms. Our triage nurse takes time to talk with the patient regarding the reason for their emergency visit, obtain vital signs and other clinical information. The triage nurse immediately communicates each patient's symptoms to the medical team and patients are treated in order of clinical need.

WHY ARE SOME PATIENTS SEEN BEFORE OTHERS?

The triage process typically determines which patients are seen first. While our team is committed to caring for each patient as quickly as possible, we must treat those with critical or life-threatening conditions or injuries first. We understand that each patient considers his or her condition to be an emergency significant enough to result in an emergency room visit. However, we ask for your patience during any waiting that may occur.

