



FASTER CARE

NOW OFFERING ONLINE EMERGENCY ROOM REGISTRATION

Check in online. Choose a time that works for you. We'll save your spot so you can wait in comfort, wherever you would like.

- Visit McLaren.org/LansingER online and select an available time.
- Once you arrive, sign in on the iPad in the waiting room to let us know you are here.
- We will make every attempt to see you promptly. Please note that your time slot is an estimate. Due to emergencies, some patients may not be seen in the order of arrival.
- We will notify you via text message if your estimated time changes due to unforeseen circumstances.

Thank you for using our online check-in system.

Our Emergency Department must treat patients based on the severity of illness or injury. Your estimated time is not guaranteed. We will see you as close to your designated time as possible.



DOING WHAT'S BEST.

FASTER



CARE

FAQs

How is the wait time calculated?

Emergency Department wait times are provided as an informational service and are calculated based on direct output from our clinical computers.

What does the wait time represent?

The wait time is the time that passes from the time the patient checks in at the Emergency Department desk to the time they are initially seen by a clinician.

Is my reservation time a guarantee?

No, we will do our best to see you when you arrive, but wait times are dependent on the severity of the conditions of other patients also in the Emergency Department.

When I arrive, will I see a doctor right away?

You will be seen by a triage nurse who will evaluate your condition and decide on the best course of action for you. Patients are seen based on the hospital's standard triage and queuing process.

Why did my time change?

Although the goal is to see each patient quickly, patients with life-threatening conditions are treated first. We will do our best to keep you posted if the wait time changes.