

# EMERGENCY DEPARTMENT

THANK YOU FOR CHOOSING McLAREN FOR YOUR CARE!



## YOUR EMERGENCY CARE

### TRIAGE EXPLAINED

Your treatment begins as soon as you step into the Emergency Department. On arrival, the seriousness of your condition will be assessed by our trained staff.

The triage system allows patients with the most life-threatening problems to be seen first. We **DO NOT** see patients according to their time of arrival. All patients are important to us, but priority must be given to those with the most serious conditions.

After being seen in triage, patients will be placed in a room or in the waiting area, depending on the availability of beds and the seriousness of the injury or illness.

Our experienced Emergency Department staff may begin medical assessments for those in the waiting room to expedite care.

It is difficult to provide an accurate wait time as those with serious conditions may present at any time. Federal laws prohibit us from sharing who will be the next to be seen. We understand waiting can be frustrating.

### YOUR PATIENT EXPERIENCE

We ask for your understanding and patience as you may move from area to area to have lab work drawn, IV started, medications administered, imaging completed or discharge discussions/planning. You may be asked to return to the waiting room prior to your next stop in the care experience.

Some of these steps may take varying degrees of time depending on our team's flow and patient volume. We will be monitoring the return of results while you are waiting and will make contact once they are reported to complete your care. If you must leave the department, please inform the staff before leaving so that your provider may be notified.

During times of high patient volume, you may be asked to wait in the waiting room. How long you wait depends on how busy the department is at the time, and the number of patients whose conditions may be more serious in nature. As an important note, at times, the waiting room may appear quiet, but there may be a number of emergent patients receiving care within the department.

**If you feel your condition changes during your wait, please alert the Triage Nurse so that they may reassess you.**

## IMPORTANT ITEMS TO SHARE

The Emergency Department staff may not be aware of your entire medical background, so they may ask many questions. To ensure accuracy and safety, this is often done more than once. To assist those treating you, tell them about:

- Any health problems you have
- Allergies to medication or environment
- All medications and treatments you are using
- If you are pregnant/may be pregnant or are breastfeeding
- Any recent trips overseas
- Please notify staff if at any point you wish to leave the department

## HEALING ENVIRONMENT

McLaren is committed to providing a positive, friendly, environment for patients, visitors, and staff. For this reason, a code of behavior exists.

No acts of violence, foul language, threats, or verbal abuse towards another patient, relative, or staff member will be tolerated. Failure to comply may result in removal from the facility.

## AVOID FOOD AND DRINK

It is important you do not eat or drink before being seen by a provider. You may need tests or procedures that require you not to eat or drink beforehand. Speak to emergency staff if you have questions about this.

## YOUR SAFETY

Hospitals and medical practices are already well sanitized facilities by their nature. However, McLaren has implemented additional cleaning processes throughout our facilities to enhance our already robust sanitization protocols.

## YOUR PRIVACY

Your privacy is important to us. Limited information will be provided over the phone to inquiring family members. By law, we are only permitted to say whether or not the patient is in our department. No further information will be shared over the phone.

## YOUR VISITORS



Scan the QR code to view the most current visitor policy or visit: [www.mclaren.org/lansing](http://www.mclaren.org/lansing)

## YOUR VALUABLES

It is best to ask a friend or relative to look after your valuables while you are being treated. Despite our best efforts, we cannot be responsible for your personal items. The hospital will only take responsibility for items that have been formally receipted for safekeeping. Please ask for a member of the security team if you wish to secure any valuables in our safe.

