



# EMERGENCY CARE MUST KNOWS

1

## HOW EMERGENCY CARE STARTS

Upon your arrival, the seriousness of your condition will be assessed by a medical professional in “triage”.

The “triage” process allows patients with the most life-threatening problems to receive the care they need as fast as possible. 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.

2

## WHEN EMERGENCY CARE IS DELIVERED

We understand that waiting can be frustrating, please be patient. Wait times vary based on the number of patients and symptoms requiring immediate care. If you feel your condition changes during your wait, please alert the Triage Nurse.

3

## COMMITTED TO A HEALING ENVIRONMENT

We provide a positive, friendly environment for patients, visitors, and staff. No acts of violence, foul language, threats, or verbal abuse toward another patient, relative, or staff member will be tolerated. Failure to comply may result in removal from the facility and/or prosecution.