

QVMC Press Release

For Immediate Release: February 6th, 2008



Emergency Department: **30 minute promise!**

At Quincy Valley Medical Center (QVMC), we are committed to providing the highest quality of care for all patients who enter our Emergency Department.

We want to make your time here as comfortable as possible. This information and our **30 minute promise** will help you know what to expect when you enter the Emergency Department and give you a better understanding of how our system works.

Registration: Upon arrival, you will be asked some basic questions that will help us best determine how to help you.

Triage: Triage is the process the Emergency Department team uses to prioritize patients according to the severity of their illness or injury. The process involves a brief clinical assessment by the triage nurse and your involvement in answering several questions. You then will be classified into one of the three categories that will determine when you will be seen by an emergency clinician.

- **Emergent:** Injury or illness requiring immediate attention to avoid risk of life or limb.
- **Urgent:** Injury or illness requiring attention within four hours.
- **Non-Urgent:** Injury or illness that has an undetermined time frame for treatment.

Please know that all patients are important to us, but priority must be given to Emergent or Urgent patients. However, in times when we have few patients, you may be immediately taken to an exam room. Also, when the triage nurse examines you, he or she may initiate treatment based upon established medical protocols related to your illness or injury. *Note: If you feel that your condition has changed while you are waiting, please notify the triage nurse so that you may be reassessed.*

Medical Exam: Once you are placed in an exam room a nurse and a physician will be assigned to care for you. Additional diagnostic lab work or testing may also be performed during this time.

Disposition: Once your testing is complete, a decision to either admit you to the hospital or discharge you will be made by your physician.

Discharged: If you are discharged, instructions for your care and follow-up with a physician will be provided.

Admitted: If you are admitted to the hospital, a physician will be contacted to complete the admission process. Family and loved ones of patients who have been admitted will be given information on the condition of the patient and the location of a nearby waiting area. If you require any health services that QVMC cannot provide, you will be transferred by ambulance to another facility that provides the specialized services required for your care.

At QVMC, we are committed to making your wait in the Emergency Department as brief as possible. Please do not hesitate to ask questions of your nurse or physician. We will make every effort to keep you informed about your treatment plan.

Quincy Valley Medical Center: "Compassionate, Quality Care"

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