

Welcome to the Sutter Auburn Faith Hospital Emergency Services

Important Information for you to know:

Emergency Services at Sutter Auburn Faith Hospital is staffed 24 hours a day to cope with any major illness or injury that may confront you or members of your family. Our physicians, nurses and staff are specially trained in the field of emergency medicine. Using highly sophisticated equipment and skill, they are able to deliver the highest degree of care needed for emergency patients.

Hospital emergency departments have unique responsibilities, which are different from those you may have experienced in other medical settings. Every person who comes into an emergency department requesting care must be examined and medically evaluated by a physician who specializes in Emergency Care. We provide this service under a federal law known as The Emergency Medical Treatment and Active Labor Act (EMTALA).

What happens before I see the doctor? (Triage)

A nurse will see you as soon as possible to determine if you are able to register, an admitting clerk will ask you several questions about your address, phone number, etc. If time allows we may ask for your identification and insurance cards to copy. If the doctor is available to see you immediately the registration staff will come to you.

If you are too ill we will place you directly into a room and begin treatment.

Another person who came in after me was called first. Why does this happen?

All patients are evaluated by the nursing staff, and those who have more serious problems are treated first. Although someone may look well to you, s/he may have a more serious problem that needs to be taken care of quickly.

While there are times when you may not see many people in the waiting area, ambulances arrive at our back doors 24 hours a day, bringing patients with life-threatening medical problems. We must treat the most critically ill and injured first.

Will a doctor see me? (Evaluation)

Yes, here at SAFH we have Physician coverage and we do not utilize nurse practitioners or Physician Assistance.

Can my family and friends come in with me?

The Emergency Department is an extremely busy area. Unfortunately, we do not always have the space to accommodate family and friends. Our patients needs come first and our staff needs to be able to work around our patients. Many of our treatment areas are utilized by more than one patient and we try to respect their right to privacy. We do allow visiting as follows:

- Based on the current situation in the Emergency Department Children under the age of 12 will only be allowed in at the discretion of the staff.
- **Only one visitor is allowed at a time. Except for children we understand both parents would want to be with their child**

- Visitors may be asked to step out to give the patient a private moment to speak with the doctor. At times patients may want to tell the doctor something in confidence and we respect their right to do so.
- **Visitors must check at the registration or security desk before visiting a patient.**
- *Visitation is at the discretion of the medical staff and at times may be restricted. Visitor may be asked to leave at any time.*

How are waiting family and friends kept informed of my condition?

We make every effort to update family and friends on your status. However, because the needs of patients come first, family and friends may sometimes wait longer than they would like. Be assured that one of our staff will update those in the waiting area with your permission as soon as possible.

Can my friends and family call to check on me?

Our staff is sensitive to our patient's right to privacy. We do not give patient information out on the phone. Calls into the department by concerned family and friends take our staff away from our patients needs and are discouraged. When our patient asks us to relay information to family

on the phone or out of town we will make every effort to do so. We would ask that each family designate one spokesperson to keep the rest informed.

Why do I have to get undressed and put a gown on when I only have a simple problem?

Our staff do not know your medical history. Often a small problem has other larger causes, which are not readily apparent. Our Physician's need to make a full assessment of your health status to determine how to proceed.

What if I need an X-ray (Treatment)

If the doctor orders an X-ray, you will be taken to the Radiology department or have portable x-rays done in the Emergency department. X-rays can take 1-2 hours or longer. The Emergency department physician will evaluate your X-rays and you will be given the results. Your X-rays will be re-evaluated by a Radiologist within 24 hours. If there are any discrepancies you will be contacted.

Why is there a wait after blood and laboratory samples are taken? (Treatment)

Once the doctor has ordered lab test, it can take from 1-2 hours to obtain the results. Until those results are back, we can't usually begin any other treatments. The staff should keep you informed on the progress of the lab tests. (The times shown above for lab and X-ray are conservative estimates. Actual times may vary due to Emergency Department volume.)

Will the Emergency Department bill my insurance or will I have to pay?

Regardless of your ability to pay you will always receive a medical screening exam. If you have a valid medical insurance card, we will bill your insurance company for you.

How many bills should I expect to receive?

In addition to your bill for basic Emergency Department services, you will receive a bill from the Emergency Department Physician and other doctors who provided care for you (a radiologist, for example).

Do I come back to the Emergency Department for follow-up care?

If you feel worse or are not improving you may return to the Emergency Department at any time. When you are discharged you will be advised to follow-up with your private physician or another appropriate provider. For example, if you had sutures you will be asked to have your doctor recheck them and remove them at an appropriate time.

How can I get my record from this visit to my doctor?

Please ask your nurse for a "Release of Information" form to sign. We will need your doctor's name and address. We can give you a copy of your results to take with you; however the ED doctor's dictated report won't be completed for several days.

Other important things to know:

Pain control:

Pain is sometimes the only symptom of how serious your problem is. The staff may first need to find the cause of the problem before giving you pain medication. You will be asked to rate your pain before and after being medicated to help us offer you the most pain control possible. Sometimes we can't make all of the pain go away we can only hope to make it tolerable.

Diagnosis & Treatment:

The Emergency Department may not always be able to fully diagnose or treat your problem. We will begin treatment based on information obtained during your visit. Many times you will need further outpatient evaluation and treatment, which may change or alter your diagnosis or treatment. We may start you on

medications that are later changed to better treat your specific needs.

Admission:

The nature of your illness or injury may require you to be admitted to the hospital. Because the Emergency Department Physicians do not admit patients to the hospital, you will need to have a private physician; we will assist you with the arrangements. Here at SAFH we utilize hospitalists for many admissions. They specialize in acute hospitalized patients and are specialists in this field.

Discharge:

If you do not require further immediate medical attention, you will be discharged from the Emergency Department. The Emergency department physician may write a prescription for medications, and you will also be give instructions for follow-up care. Please read and follow these instructions and ask questions of the staff if you do not understand. If you have been given a prescription please make every effort to start the medication as soon as possible.

I am not happy with the way things went during my visit.

Please don't hesitate to tell us today. Ask to speak to the Charge Nurse. If you are uncomfortable doing that please do not hesitate to ask for the Administrative Supervisor on duty or call the manager at 888-4553. You can always utilize your e-mail and send your concerns to pedicik@sutterhealth.org.

You will get a survey in the mail and we would love to here how you felt we did. It is with your feedback that we try to make our improvements.



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Faith Hospital*

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