

**WELCOME TO**

# The Emergency Department (ED)

**UPMC Community Osteopathic**

Our team is dedicated to providing you with excellent care. We will do our best to see you and give you the care you need as soon as possible. Please let us know if you have any questions or concerns. We are here to support you.

## When You Arrive

- You will be greeted by our registration staff to confirm your information and give you a wristband.

## While You Wait

- Please know that you may not be seen in the order in which you arrived, even if your doctor pre-ordered testing and an evaluation for you. Patients with urgent or life-threatening conditions are seen first. We will do our best to see you as soon as possible.
- We listen to our patients. Based on patient comments, we provide the following items for your comfort:
  - Tissues
  - Blankets
- If while waiting your condition worsens, such as new or increased dizziness, nausea, lightheadedness, or new or increased pain, let us know. If you are in pain, the triage nurse can discuss some options with you while you wait.
- Eating or drinking may affect test results or prevent us from doing a procedure if needed. Please talk to a care team member before eating or drinking.

## In Triage

- Your emergency care begins in triage, where you will be seen by a triage nurse and a provider. They can be doctors, physician assistants, or nurse practitioners.
- We will ask you for important information about your health history and why you are here.
- Being clear and to the point helps us to develop the best plan of care for you.
- To start your care as quickly as possible, you may have an EKG and blood drawn while in triage. You may also be asked to give a urine sample and receive x-rays, CT scans, ultrasounds, or medicines.
- You may need to go back to the waiting room until your provider reviews your test results.

## In the Treatment Area

- You may be asked to tell us about your symptoms more than once, so every care team member understands your condition.
- Sometimes, your treatment will not happen in a patient room; instead, you might be reevaluated in the triage area.

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## Testing

If you need to have testing done, here are the estimated times for us to receive results:

### Tests Ordered

- ☐ X-rays – 1 to 1.5 hours
- ☐ Blood tests – 1.5 to 2 hours
- ☐ Urine tests – 1.5 to 2 hours
- ☐ CT scans – 2 to 4 hours
- ☐ Ultrasounds – 2 to 4 hours

**We believe in, support, and promote dignity, diversity, and inclusion. Kindness and respect are expected from– and for–all who enter our doors.**

## After Your ED Visit

### If you are discharged:

You will receive paperwork that includes:

- Your diagnosis.
- The plan for your follow-up care.
- Prescriptions if needed.

### If you are admitted:

- You may stay in the ED until a hospital room becomes available for you.
- **You will receive the care you need during this time.**
- Please ask a support person to take your personal belongings home or ask Security to hold them somewhere safe for you.

## Thank You

We know you have choices when it comes to your care, and we thank you for choosing UPMC Community Osteopathic. We take your comments very seriously and use them to improve our care of patients and their families.

If you have any questions or concerns, please let your doctor or nurse know, or contact Patient Relations at **717-657-7341**.

**UPMC Community Osteopathic**  
**Emergency Department**  
**4300 Londonderry Road**  
**Harrisburg, PA 17109**  
**Phone: 717-657-7295**



Created with input from the UPMC  
Patient and Family Advisory Council (PFAC)

## Your Care Team

- Doctors (MD or DO) and advanced practice providers (nurse practitioners and physician assistants) work as a team to diagnose, prescribe treatment, and oversee your care. They will consult with a specialist if needed.
- Specialists (MD or DO) are doctors in specific areas of medicine. They may meet with your care team to discuss your care plan.
- Registered nurses (RNs) and licensed professional nurses (LPNs) draw blood, give medicines, help manage your care, and will keep you updated on your care plan.
- Patient care technicians (PCTs) take vital signs, draw blood, and will transport you to tests if needed.

## Rovers: A Tool to Support Your Care

You may see us using mobile phones while caring for you. These devices are called Rovers. They are a secure, mobile extension of our electronic health record system.

Rovers help us provide safer and more accurate care right at your bedside. Even when we are using them, we are still listening and focused on you. If you have any questions, please ask.

## Support Persons

We allow up to 2 support persons to be with you in the ED. Your support person(s) may be asked to step out during exams, procedures, and for medical emergencies.

We will ask for your permission before asking about or sharing any of your personal health information in front of your support persons.