



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

- For everyone's safety, patients and visitors walk through a metal detector before entering.
- You will be greeted by our registration staff and triage nurse.
- You will check in at the front desk where we will confirm your information and give you a wristband.
- We will ask 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 be asked to give a urine sample, receive x-rays, or have blood drawn while you are still in the waiting area.
- Starting your care is our top priority. To make sure we give you the care you need as quickly as possible, we may begin your care by putting you on a stretcher in the hallway.

In the Treatment Area

You may be asked to tell us about your symptoms more than once so that every member of your care team understands your condition.

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:
 - Toiletries
 - Lip balm
 - Tissues
 - Phone charging station
- If while waiting your condition worsens, such as new or increased dizziness, nausea, lightheadedness, or new or increased pain, please let us know.
- 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.

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 to 1.5 hours
- ☐ Urine tests – 1 to 1.5 hours
- ☐ CT scans – 1 to 1.5 hours
- ☐ Ultrasounds – 1 to 1.5 hours

Your Care Team

- Doctors, including residents (MD or DO), 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.
- Advanced practice providers (nurse practitioners and physician assistants) help to provide emergency care with your doctors.
- 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 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 family, friends, or support persons.

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:

- The name of the provider who saw you.
- Your diagnosis and tests if you had any.
- 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 Hamot. 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 **814-877-3767**.

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