



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.
- 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.
- You may be put on a stretcher in the hallway so that we can begin your care until a treatment room is available. Starting your care is our top priority.

### 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, 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.
- You will be called to the front desk to confirm your information and receive a wristband.

### In the Treatment Area

- When you are taken to the treatment area, you will change into a gown in a private setting.
- You may be asked to tell us about your symptoms more than once so that every member of your care team understands your condition.

## Testing

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

- Blood and urine tests – 1.5 to 2 hours
- X-rays – 1 to 1.5 hours
- CT scans and ultrasounds – 2 to 4 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) draw blood, give medicines, help coordinate your care, and will keep you updated on your care plan. **Nurses wear light blue.**
- Patient care technicians (PCTs) take vital signs, draw blood, and will transport you to tests if needed. **PCTs wear royal blue.**

## Support Persons

We allow 1 support person to be with you in the ED. Your support person may be asked to step out during exams, procedures, and for medical emergencies.

Please let us know if there is personal health information that you do not want us to ask you or talk about with you 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 appreciate your patience while we do our best to give you the care you need as quickly as possible.

We know you have choices when it comes to your care, and we thank you for choosing UPMC Mercy. 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 **412-232-7204**.

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