

## Going Home

Emergency Department care is not a substitute for, or an effort to provide, complete medical care. In most cases, you will be asked to see your family doctor for follow-up. If you do not have a family doctor, the Emergency Department can provide you with a list of area physicians.

The Emergency Department staff is here to help you. When you are ready to leave, you will be given directions for treatment.

**IT IS VERY IMPORTANT THAT YOU UNDERSTAND AND FOLLOW THESE INSTRUCTIONS BECAUSE BY DOING SO, YOU WILL HELP THE DOCTORS AND NURSES GIVE YOU THE BEST CARE POSSIBLE.**

## Follow-Up Care

It is impossible to recognize or treat all injuries and illnesses in a single Emergency Department visit. If you have special tests, such as cultures, lab work or X-rays, we will review the test results and call if there are any new instructions. In some cases, tests take several days to complete. If you have any questions, please call the Emergency Department at 861-3200.

After your visit at Inland, you may receive a Patient Satisfaction Survey, which we encourage you to complete. Your feedback will assist us in exceeding the expectations of future patients.

*We care about your experience in our Emergency Department. Please contact us with your questions or concerns:*

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# INLAND HOSPITAL

*Where You Come First*

## *Emergency Department Information Guide*



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**EASTERN MAINE  
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## About Inland's Emergency Department

Welcome to the Emergency Department at Inland Hospital. The Emergency Department is a specialized hospital department designed to care for patients suffering from acute medical problems who, for health reasons, cannot wait to be seen by a private physician. In the Emergency Department, specially trained doctors and nurses are available to provide quality care for your health problem.

## Triage and Registration

Upon your arrival in the Emergency Department, you will be seen by a nurse (this process is called triage). This is simply a first step to determine the seriousness of your condition. After triage, a staff member will register you to get information for your medical record and billing.

***IF YOU BEGIN TO FEEL WORSE OR YOUR SYMPTOMS CHANGE, PLEASE NOTIFY US IMMEDIATELY.***

**It is extremely helpful if you can provide us with a list of your medications, allergies, and illnesses. To assist us with your care, please be sure to tell the nurse:**

- **If you think you may be pregnant**
- **If you are allergic to certain medications**
- **If you are currently on medication**
- **The approximate date of your last tetanus shot**

Our goal is to see patients as quickly as possible. In an Emergency Department it is extremely important that the most acutely ill and injured be seen first.

***THIS MEANS THAT A PATIENT WHO ARRIVES AFTER YOU MAY BE SEEN BEFORE YOU.***

While you wait, the Emergency Department staff will stay in contact with you.

## Reasons your care may be delayed

Ambulances arrive at the back door of the Emergency Department where you cannot see them.

Some patients come to the Emergency Department and are seen by their private physician. They may be brought back to the treatment area before other patients since they are not waiting for the Emergency Department physician.

Depending on the nature of your problem, it may be necessary to wait for a special room to be available for your treatment. For example, patients with eye problems need special equipment, and there may be a delay if that equipment is being used.

## Quality care takes time

Once you have been seen by the Emergency Department physician, it takes time for:

- Blood work and other test results to be processed and returned - usually about an hour
- X-rays to be taken and processed
- The Emergency Department staff may need to observe you for a time so they can evaluate the effectiveness of your treatment before you go home
- Medical specialists to be contacted if needed

If there is a possibility that you need to be admitted to the hospital, a private physician may be called in to see you in the Emergency Department before you are admitted.

## Visitors

- We recognize the importance of family support for our patients and we make every effort to accommodate our patients' needs.
- We sometimes ask visitors to remain in the waiting area or limit the number of visitors. We do this because we must consider the privacy of all patients undergoing treatment, and sometimes too many people in a treatment room can hinder care.
- Parents are encouraged to stay with their children during the Emergency Department visit.