



EMERGENCY DEPARTMENT

UPMC McKeesport

Your Care. Our Commitment.

UPMC LIFE
CHANGING
MEDICINE

UPMC McKeesport
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UPMC MCKEESPORT EMERGENCY DEPARTMENT

A visit to the emergency department (ED) can be frightening and confusing, so we hope to make your visit as comfortable as possible. We want you to have the information that you need and suggest you read through this brochure explaining the process. Please do not hesitate to ask questions and let us know how we can make your experience better.

YOUR HEALTHCARE PROVIDERS TODAY:

Doctor/Advanced

Practice Provider: _____

Nurse: _____

Nursing Assistant: _____

Patient Care Technician: _____

AT DISCHARGE

- The nurse will provide you with a copy of your discharge instructions and any prescriptions written for you and explain them to you.
- The nurse will answer any questions about your care or treatment.
- Please schedule appointments and notify your primary care providers of your visit to receive appropriate follow up treatment.
- If no primary care provider is available, we will be happy to refer you to one of our associated care providers.

Admission to our facility

If you need to be admitted to the hospital, please allow time for us to place you in the right bed the first time. There may be delays due to bed availability and hospital census. This may take minutes to a few hours to complete.

Parking Validation

Upon discharge, please see our registration clerks for your complimentary token to exit the garage. If more than one token is needed, you may purchase them on the first floor of the hospital and parking garage.

Immediate Concerns

For any immediate concerns or needs, please ask for the administrator on duty, who will assist you promptly.

Our goal is to provide you with high-quality care and friendly service during your visit. In the next few days, you may receive a Patient Satisfaction Survey at home. Please complete the survey and let us know how we did. Your feedback helps us make improvements.

Debbie Solvay RN, MSN

Unit Director: 412-664-2653

Rani Kumar MD

Medical Director: 412-664-2126

Kathy Yurik

Patient Relations: 412-664-2005

UPON ARRIVAL

When you arrive and register in the ED, you will first see either a specially trained triage nurse or a "greeter." The triage nurse may conduct a brief medical history and exam to determine the severity of your condition. Registration information will be taken by an admissions and registration counselor.

Depending on the seriousness of your injury or illness, you may be taken directly to a treatment room, or you may be asked to wait until a treatment area is available.

Wait Times

Some common reasons for delays include:

In the waiting room

- A high number of patients arrive.
- Seriously ill patients arrive.

In the treatment area

- The care team needs to become familiar with your medical history.
- The care team is trying to get in touch with your primary care physician.
- The care team is waiting for the results of blood tests, X-rays, or specialized procedures.

If your condition changes, notify the triage nurse immediately.

Eating or Drinking

Please **do not** eat or drink before you ask our staff. Sometimes you should not eat or drink anything because you may need a procedure tests that requires an empty stomach.

Restroom Assistance

We do have restrooms available for your use. If you need any assistance, please ask our staff to escort you. Also BEFORE using the restroom, please ask a healthcare provider if a specimen is needed to assist in your diagnosis.

Home Medications/Allergies

Please provide an accurate list of home medications, allergies, or herbal supplements to your healthcare providers so that we can ensure your safety and prevent interactions with medications during your stay.

Cell Phones

Please refrain from using your cell phone while in the ED so that we can promptly offer the care that you or others may require.

Personal Belongings

UPMC McKeesport is not responsible for any personal belongings during your stay. Please have family take unnecessary belongings (including medications) with them to prevent loss.

Special Needs

If you or a loved one has any special needs, please let our staff know so that we can get the appropriate personnel involved in your care.

IN THE TREATMENT ROOM

Our physicians and nurses are specialists in emergency medicine. They will examine you and create a plan of care based on your individual treatment needs.

Diagnostic Tests

- Laboratory tests and/or diagnostic procedures, such as; blood work, X-rays, CAT scans and ultrasounds; may be performed to further help diagnose your condition.
- Your emergency care provider must wait for all tests to be completed before determining your diagnosis.
- As soon as your laboratory work or imaging results are available, your medical care team will explain the findings. Occasionally, an additional test may be necessary.
- Your treatment may take a few minutes or several hours, depending on your illness or injury and the presence of other critical patients.
- Please ask your healthcare provider any questions in regards to your test results.

Visitors

UPMC McKeesport knows how important it is for family and friends to be involved and support you in your care, but for safety and privacy, the number of visitors is kept to a minimum. Every effort is made to keep your loved ones informed of your condition and allow them to be with you when possible.

Visitors will receive a "visitor" name badge from the ED greeter or registrar and must be worn while in the ED.

Smoking

UPMC McKeesport is a smoke-free facility. To effectively care for your healthcare needs, we do not permit patients to leave the department to smoke.

Pain Management

We adhere to the following guidelines regarding narcotic administration. Any exceptions to these guidelines are by physician discretion.

- If a patient frequently visits the ED and seeks relief from non-objective pain, they are considered to have chronic pain. For chronic pain, the ED does not prescribe or use Schedule II controlled substance, including:
 - > Oxycodone and Oxycodone combinations
 - > Dilaudid
 - > Morphine
 - > Fentanyl
 - > Opana
 - > Methadone
- Lost or stolen prescriptions for controlled substances will not be replaced.
- Letters from private physicians with pain management instructions will not be honored.
- A list of local pain specialists will be made available to any interested patient.

Leaving Without Being Seen

If you have been waiting a long time, you may feel tempted to leave the ED before you receive a medical screening examination by a physician or advanced care provider. Please speak with a healthcare provider first, so that we can fully inform you of any possible complications you may face. Leaving the ED without being screened is a serious, perhaps life-threatening, decision.