



**WELCOME TO**

# The Emergency Department (ED)

UPMC Passavant-McCandless



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.
- We will call you to the front desk 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.
- 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: Next Steps

- You will see a nurse and a provider (doctor or physician assistant). They will ask for important information about your health history and why you are here. Being clear and to the point helps them to develop the best plan of care for you.
- You will then be moved to a treatment room where our ED staff will complete any testing that was ordered 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.
- You may need to return to the waiting room until your provider reviews your test results. Once this is done, you will be taken to another treatment room to discuss the next steps in your care.

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## Testing

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

- Blood and urine tests – 75 minutes
- X-rays – 75 minutes
- CT scans – 90 minutes
- Ultrasounds – 120 minutes

## Your Care Team

- Doctors, including residents (MD or DO), diagnose, prescribe treatment, and oversee your care. They will consult with a specialist if needed. Doctors wear black.
- Advanced Practice Providers (Nurse Practitioners and Physician Assistants) help to provide emergency care with your doctors. Advanced Practice Providers wear black.
- 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 navy blue.
- Support Generalists help move patients and clean. Support Generalists wear gray.

## 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 or 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 to leave the hospital:

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 for a hospital stay:

- 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 Passavant. 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 **412-748-6863**.

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