



# What to Expect in the Emergency Department

Thank you for choosing Waverly Health Center! As a patient in our Emergency Department (ED), it is our goal to give you the best care possible. We will help you through each step of your visit. If you have questions at any time, please ask your doctor or nurse.

## Quick Registration

As you enter our ED, you will be asked your name, birth date and reason for your visit. You will not need to give us insurance information at this time. A staff member will get that information from you after you have received a medical screening exam.

## Going to an Exam Room

All patients will receive a medical screening exam to make sure there is no life-threatening problem. Patients are cared for based on the seriousness of their needs, not in order of when they arrive. Patients who are the sickest are seen first. This is called triage. We work to see every patient as soon as possible. Our staff will regularly check on patients who are in the waiting room. Please let us know if your condition changes at any point during your visit.

## Seeing the Provider

A doctor, advanced practice nurse or physician assistant will ask you about your health history and examine you. Based on your signs of illness, tests or treatments may be ordered.

## Your Nurse

Your nurse will check on you to see if you have pain or if you need anything. If you have questions, please press your call light and someone will help you.

## Tests and Treatments

Your provider will share your test results when they are done. You will be given a plan for your care and information on any follow-up care you may need. Some test results take minutes and some take hours to complete. Your nurse will let you know how long it will take to get your results. On average, test results are available in the following time periods:

- Blood tests, 1.5 - 2 hours
- Urine tests, 30 - 60 minutes
- X-rays, 1 - 1.5 hours
- CT scans and ultrasounds, 2 - 4 hours

## Patient Communication Boards

Patient communication boards are located in every room. Your nurse and doctor will add information about your care plan to the board. Please ask if you have any questions about what is written.



## **Visitors**

We invite up to two visitors at a time to be with you in the room. Visitors may be asked to leave the room during the exam, sensitive procedures or for medical emergencies. Let us know if there is personal health information you do not want overheard by others including family and friends.

## **Going Home**

When it is time to go home, your nurse will go over all of your instructions. You will be given paperwork about your ED visit that you can share with your family doctor if needed.

## **Your Comments**

We know you have choices when it comes to your care and we thank you for choosing Waverly Health Center. You may receive a mail or email survey following your visit. We take your comments very seriously and use them to improve our care of patients and their families. Your comments are also a great way for us to recognize our staff. If you would like to speak about your care, please contact the emergency department manager at (319) 352-4963.

## **Staff**

All of the staff in the ED are highly-trained and skilled. They work very hard to meet all of our patients' needs in a safe and organized way. We ask that you respect our staff and do not use foul language or treat them poorly. Violence of any type will not be tolerated in any area of the hospital.