

Quality Emergency Care ... Around the Clock

Our sincere wish is that you never have to visit us at Schuyler Hospital's Emergency Department. But if you do, rest assured that you will receive prompt, professional and considerate emergency treatment. You can rely on Schuyler Hospital for emergency care ... twenty-four hours a day, everyday.

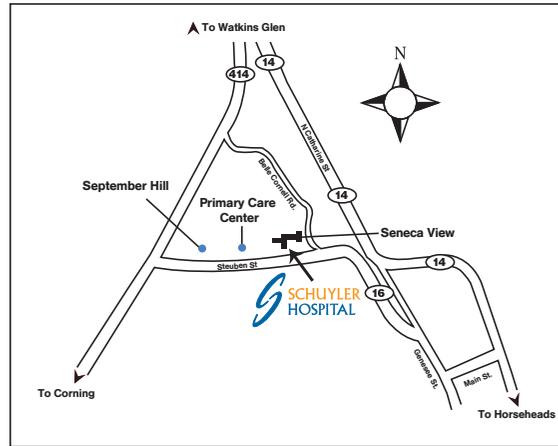
In fact, if you're one of the thousands of patients that has already used our Emergency Department, you know that we're committed to providing our community with the highest level of emergency care. Our specially trained staff includes Board Certified Emergency Medicine physicians, nurses, and technicians who use state-of-the-art equipment and procedures for diagnosis and treatment.

No matter what time of day or night, our Emergency Department is here when you need it most.

If you must decide if a sick or injured person needs emergency care, here are signs to recognize:

- Difficulty breathing
- Chest or abdominal pain or pressure
- Dizziness, fainting or changes in vision
- Mental confusion or difficulty in walking
- Sudden severe pain or vomiting
- Bleeding that won't stop after 10 minutes
- A situation where you are alarmed by unusual symptoms

If you need emergency assistance, dial 911.



We value your feedback!

We are committed to meeting your needs while you are a patient at the Emergency Department. Please bring any questions, concerns or suggestions for improvement to the attention of the Emergency Department Staff so they may be addressed accordingly. If you would like to speak to the Emergency Department Manager or Emergency Department Medical Director, please call 607-535-7121 during business hours Monday through Friday. If they are not available, we encourage you to contact our Director of Quality Management at 607-535-8639 ext. 2402.



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schuylerhospital.org

Schuyler Hospital is a healthcare security blanket for the entire family. Located in Montour Falls, we serve the residents of Schuyler County and the surrounding communities. Our long tradition of combining personal care with advanced technology provides a level of trust that leads to outstanding patient satisfaction ratings. From birth through the final years of your life, Schuyler Hospital's blanket of care will leave you feeling warm, comfortable, and secure.

What to Expect During a Visit

EMERGENCY DEPARTMENT



We've Got You Covered.

What to Expect

A trip to the Emergency Department (ED) can be an anxious and confusing time. To help you know what to expect during your visit, we have provided answers to some commonly asked questions.

What is triage?

Triage is a French word meaning “sort”. In the ED the triage process determines which patients need to be seen first. When you arrive at the ED, the triage nurse will evaluate your symptoms, vital signs, medical history and current medications. This process allows the more seriously ill patients to be seen first, even though they may arrive at the ED after other patients.

What’s next?

After triage you may be placed in a treatment room or in the waiting area, depending upon the seriousness of your illness and the available bed space. If bed space is not immediately available, our ED staff may begin appropriate tests while you wait. If you are asked to wait in the waiting room, it is important that you make us aware of any changes in your condition. Please do not eat or drink anything until checking with the triage nurse.

What happens in the treatment area?

Once you are in a treatment room, you will be examined by a physician who specializes in Emergency Medicine. Additional testing and treatments will be performed as indicated by your exam. These studies may take some time but are necessary to complete your treatment plan. We know that waiting can be frustrating, and we want to thank you in advance for your patience.

While you are in the treatment area, a registered nurse (RN) will assess your condition by continually monitoring you for any changes. The RN will also give you any prescribed medications and will keep you informed about what is happening with your treatment.



Prioritizing Patient Care

If you notice that other people are being seen before you, it's because we need to treat the sickest patients first.

If you think you've been overlooked, please ask someone for help. We will update you as often as possible.

If you think your condition is worsening and you need to be seen right away, ask to be checked by a nurse.

What happens after I am treated?

When all necessary treatments and procedures are complete and test results are reviewed, your provider will decide if you will be discharged, admitted to Schuyler Hospital, or transferred to a different hospital.

Patients who are discharged home are provided with complete after-care instructions to follow. It is very important that patients follow up with their private physician. Please call the Emergency Department at 607-535-7121 if you have any questions after discharge.

Your illness or injury may require admission to Schuyler Hospital. After your admission is processed, a nursing staff member will transport you to an available bed.

In the event that your condition requires treatment not available at Schuyler Hospital, arrangements will be made to have you transferred to an appropriate healthcare facility. A physician will determine whether you will go by ambulance, helicopter, or private vehicle.

There are many different types of rooms in the ED with specialized equipment for evaluating and treating patients. Sometimes arrangements must be made to clear these rooms and the ED staff may ask you to move. We appreciate your patience if you are required to change rooms during your Emergency Department stay.

Can I have visitors?

Having family or friends with you may ease the stress of your Emergency Department visit. However, the privacy and confidentiality of our patients is also very important to us. We therefore ask that you limit yourself to only one visitor at the bedside. To make communication with loved ones easier, it would be helpful to designate one person to be a contact for information requests about your condition. Please remember that cell phone use is not allowed in the ED as it may interfere with the monitoring equipment.

Please note that special circumstances will be considered in determining when and how many visitors will be allowed.