

# Kindness Matters

You might hear or see "Kindness Matters" on our campus. This is our reminder to everyone who comes through the doors that mutual respect, compassion and teamwork are all critically important to the healthcare journey.

Our goal is to maintain an environment where it's possible for our staff to continually do their best. We hope to inspire our friends and neighbors to join us in ensuring that kindness is at the heart of our community.



We firmly believe that respect and kindness are an important part of the healing process and a fundamental tenet of our organization. **As such, demeaning, aggressive and threatening language/behaviors will NOT be tolerated in our facilities.**

We greatly appreciate your part in helping us create a safe and trusted environment for all of our patients and visitors. Thank you!



## Want to nominate a nurse for their extraordinary care?

The Daisy Award honors a Williamson Health RN or LPN who is a positive role model, displays compassion and empathy for patients and staff, and is an engaged member of our health care team.

Scan the QR code to nominate a nurse for the Daisy Award



## Emergency Department WHAT TO EXPECT



## Want to nominate a team member for their extraordinary care?

The BEE Award recognizes Williamson Health team members outside of nursing who regularly exhibit being exceptional everyday toward patients, families and staff.

Scan the QR code to nominate a team member for the BEE Award



## What To Expect During Your Visit

### What will happen during my visit to the ED?

**Registration:** Our staff will confirm your name, date of birth, and other information upon arrival.

**Triage:** Every patient who arrives at the Emergency Department is assessed by the triage nurse to determine the next steps for care based on the severity of the problem.

**Waiting Room:** Patients wait in our waiting room until an exam room is available.

**Lab visit and/or X-ray:** Depending on your condition, you may be taken to the lab and/or x-ray while you are waiting.

**Exam Room:** When an open exam room is available, staff will take you there. A nurse will gather additional details and perform tasks related to your condition.

**Provider:** A provider will examine you. If appropriate, additional tests may be ordered. These results will be reviewed with you.

**Discharge or Admission:** A decision will be made regarding your discharge or admission status.

Below is an example of our standard ED flow. Your individualized care may not follow this exact process.

## Frequently Asked Questions

### How long will my ED visit take?

Your wait time may be affected by how many other people need care and the seriousness of each person's condition. We are not able to tell you exactly how long your wait will be. You will be seen by our team as quickly as possible.

In addition to the patients in our waiting room, we also care for patients who arrive by ambulance at a separate entrance. This contributes to the wait time you may experience.

### If I feel worse, what should I do?

Your wellbeing is important to us. **If you are having new or worsening symptoms during your wait, please alert a staff member right away.**

### Why did that person get seen before me?

Other patients may receive treatment before you based on their medical condition. Remember, you can't always tell how urgently a person needs medical attention just by how they look.

### Why was I sent back to the waiting room?

You may be sent to the waiting room between phases of your ED visit. Even while you are in our waiting area, our care team is using this time to evaluate information, such as lab and test results, which will help us determine your care and treatment.

### Why can't I eat and drink while I am waiting?

Often, making a medical diagnosis means you need specific testing or procedures. These tests and procedures often require that the patient has not had anything to eat or drink.

## Additional Information

### Emergency Department Wait Times

We are always aware of and are working to minimize the extended wait times that sometimes occur. We discourage you from leaving our ED before receiving treatment. If you must consider leaving before receiving care, please ensure that you visit our check-in desk before doing so. If you choose to leave, please seek care and treatment from other providers.

### Emergency Department Visitation

We recognize that family/friends are important to you, especially when you are ill or injured. If patient safety and privacy circumstances permit, we allow up to 2 visitors at a time in the exam room.

### Patient Privacy

For privacy, once in the treatment area, visitors and patients need to remain in their assigned exam room.

### Handwashing

Participate in our infection control efforts by practicing good handwashing.

Scan the QR code for additional information about Williamson Health and the services we provide.



Registration

Waiting Room

Triage Nurse

Waiting Room

Lab or X-ray (as needed)

Waiting Room

Treatment Area

Discharge or Admission