

## Emergency Department

When you or a loved one need emergency medical care, look no further than Norwalk Hospital. Our Emergency Department (ED) provides advanced, high-quality emergency medical care for acutely ill and injured patients. Open 24 hours a day, 7 days a week, the ED treats all patients regardless of insurance or ability to pay.

The goals of our ED are to:

- Provide prompt, compassionate emergency medical care
- Minimize your pain and discomfort
- Keep you informed about the progress of your visit and plan of care

While visiting the ED, you may feel frightened or worried about your condition or the care you will receive. To help alleviate your concerns, it may help to know how the ED operates and what you can expect while you are here.

**We care about your patient experience in our ED. Please let us know how we can make your stay with us more comfortable.**

## The ED Team

All of our ED physicians are residency-trained and board-certified in emergency medicine, which means they have specialized training to deliver outstanding emergency medical care. Our physician assistants work collaboratively with our physicians to deliver your care. The nurses and staff in the ED are also specially trained to care for emergency conditions.

## Emergency Department Patient Guide



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At Norwalk Hospital's Emergency Department (ED), your health and well-being are our top priorities. If at any time you have questions or concerns about your condition or the ED process, please don't hesitate to ask a staff member.

## The Emergency Department Process

When you arrive at the ED, you will first register at the front desk. Depending on the nature and severity of your illness or injury, you will be taken to an available bed where you will receive a triage assessment.

### Triage Assessment

To evaluate your condition, a triage nurse will ask you the reason for your visit and collect pertinent medical information. The nurse will also take your blood pressure and other vital signs. This assessment helps enable the ED staff to determine the order in which you will be seen.

### Medical Screening Examination

After your triage assessment, you will receive a medical screening examination. This exam will be performed by a team that includes an ED physician, physician assistant, nurse and/or nursing technician. The team will use the exam findings to determine the best way to treat you.



### Treatment

Based on your exam findings, you may need to undergo blood tests or imaging tests. After the test results are back, the ED team will discuss them with you and identify a course of treatment.

Sometimes it is necessary for you to wait to receive test results or to be re-evaluated by a clinician, but be assured we are constantly working to deliver your care as quickly and efficiently as possible.

### Discharge

If your condition can be treated solely in the ED, you will be discharged home with printed discharge instructions and any medications you were prescribed. Prompt follow-up care with your primary care physician or specialist is always recommended.

Depending on your condition, your care providers may recommend that you be admitted to the hospital, placed in observation for further care, or, under special circumstances, transferred to another facility that can deliver even more specialized care.

## Pain

One of the goals of the ED is to minimize your pain and discomfort. Pain can be controlled with or without narcotics at the discretion of your provider.

**We care about your pain and want you to be comfortable. If you have questions or concerns about your pain level or pain medication, please don't hesitate to ask a staff member.**

## Wait Time

Depending on the nature and severity of your emergency, you may be asked to wait for treatment. There are a number of reasons for this:

- Patients who are critically ill are always treated first, no matter the time or order of their arrival.
- Patients who require lifesaving care may need more attention and time to be stabilized.
- The volume of patients in the ED may be higher than normal.

We will do everything we can to see you as soon as possible, and we appreciate your patience and understanding. While you are waiting, if you feel your condition has worsened or you have any concerns, please inform the staff.

**Our goal is to deliver excellent care.** Please let us know if there is anything we can do to make your stay in the ED more comfortable. Thank you for choosing Norwalk Hospital's Emergency Department.