

### Leaving Without Being Seen

If you've been waiting a long time, you may feel tempted to leave the ED before you have received a medical screening examination. You have the right to do this, but we strongly discourage it. Leaving the ED without being seen can be a serious, perhaps life threatening, decision.

You need to consider that:

- Having the medical screening exam may save your life; not having it may endanger your life
- Having the examination may prevent your condition from worsening; without an exam, your condition may worsen.
- Going to another facility will likely delay, not speed up the exam, even if you go directly there. The wait at the other facility may be just as long, if not longer (not including travel and triage time).

*If you decide to leave, we ask that you please notify the registration clerk or triage nurse.*

### Where Should I Go?

Our Emergency Departments are open 24 hours a day, seven days a week. They are located at our St. Elizabeth and St. Luke's campuses.

Please consider using our Urgent Care services for minor problems. Our Urgent Care is located at our Faxton Campus and is open seven days a week, from 8 a.m. to 8 p.m.

### Have a List of Your Medications Ready

In order to provide the best care possible, it's important to have an up-to-date list available of your medications and supplements.

### Some Conditions Treated at the ED (but not limited to)

- Chest pain
- Severe abdominal pain
- Head injury
- Severe dizziness
- High fever
- Fractures
- Ingestion of poisons
- Ingestion of foreign objects
- Seizures
- Shock
- Change in level of consciousness
- Snake bites
- Psychiatric illnesses
- Uncontrolled bleeding
- Pregnancy
- Severe burns
- Severe asthma attacks
- Inability to walk
- Severe weakness
- Severe head pain
- Congestive Heart Failure (CHF)
- Deep Vein Thrombosis (DVT)
- Severe eye injury
- Severe dehydration
- Newborn with any allergies
- Severe allergic reactions
- Any form of sexual abuse.

### Providing the Highest Quality

We strive to provide the highest quality health care in our region to our patients and their families. We appreciate your suggestions or comments about the care you received in the Emergency Department.

If you wish to make comments or suggestions, please write to:  
Mohawk Valley Health System  
Quality Management  
PO Box 479  
Utica, NY 13503



EMERGENCY DEPARTMENT  
St. Elizabeth Campus  
2209 Genesee Street  
Utica, NY 13501  
315-801-8111

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St. Luke's Campus  
1656 Champlin Avenue  
Utica, NY 13413  
315-624-6112

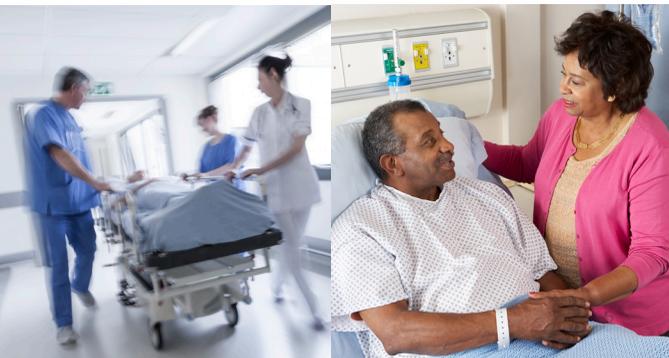
[mvhealthsystem.org/emergency](http://mvhealthsystem.org/emergency)

## Emergency Department



# Our Emergency Department (ED) team is dedicated to providing safe, quality care to patients they treat.

Every day our ED care team works tirelessly treating illnesses and conditions from the simple and easily diagnosed to complex cases that can be life threatening.



## **Pediatric Care in Our Emergency Departments**

The Mohawk Valley Health System (MVHS) EDs have pediatric coverage available. Additionally, a pediatric hospitalist is available to further provide treatment, if needed. In some cases, patients may need to be transferred out of the area to a higher level of care. Working closely with Emergency Medical Services (EMS) professionals, our ED teams have the knowledge and skills to stabilize patients so they are well enough to be transferred.

## **Triage**

On arrival, you will be seen by a registered nurse who will assess the seriousness of your condition. Patients are seen by the seriousness of the condition, not by their time of arrival. All patients are important to us, but priority must be given to those with the most serious conditions.

Once patients are triaged by the nurse and if they have a less severe illness or injury, they can be seen in the "Fast Track" area to expedite evaluation, treatment and discharge with a plan of care.

## **Registration**

If it is medically safe for you to wait to be taken to the treatment area, the registration staff will gather the information necessary for your ED record. The Registration receptionist will issue you an identification bracelet. Please be sure to give your most current address and telephone number in case our physicians need to contact you after your visit.

## **Admission**

The doctor will determine if you are going to be admitted to the hospital. If all beds are being used, you may have to wait in the ED for an inpatient to be discharged. As soon as a room is available, we will take you there.

## **Discharge**

When your treatment is completed, you will be given written and verbal instructions. At this time you will have the opportunity to ask any questions. After you go home, you may call the number on your written instructions if you have further questions.

## **Quality Care Takes Time**

After the physician has examined you, it may take time to:

- Develop and read x-rays
- Complete and interpret laboratory tests
- Wait for a consultation with a specialist
- Wait for the treatment administered in the ED to be effective.

## **Why the Wait?**

- Ambulances may arrive with critically ill or injured patients requiring immediate attention
- Extremely sick patients, regardless of how they arrive in the ED, are given top priority. The medical condition of patients determines the order in which they are seen
- Some patients come to the ED to meet their own doctors. They may be directed to the treatment area ahead of other patients since they will not be seen by the ED physicians.

If you are concerned about the length of your wait, please talk to a member of our staff.

## **Visitors**

Visitors may be asked to wait in a designated area while their loved one is being treated. In the best interest of the patient, the number of visitors is limited. Our first priority is to care for and comfort the patient, but we also try to make this experience as pleasant as possible for visitors.

Every effort will be made to keep visitors and family informed of the patient's progress.

