

What to Expect When You Visit the Emergency Department

The following information is designed to help you understand what to expect during your emergency visit. We understand that this can be an uncertain and stressful time. Our specially trained staff members are dedicated to ensuring comfort, privacy and high quality care while you are here.

Our emergency department (ED) team works to diagnose, manage and treat a full range of acute and critical illnesses and injuries—from heart attack and stroke, to lacerations and sprains.

► Triage/Intake

When you arrive at the ED, a greeter will send you to our intake area that can accommodate several patients at once. Shortly after arrival, you will be evaluated by a member of our intake team (a physician, physician assistant or nurse). The intake team prioritizes the care of ED patients based on how sick or injured a patient is and the symptoms he or she is experiencing.

► Prioritizing Patient Care

- We will update you as often as possible.
- You may notice that other people are being seen before you; that's because we operate several specialty areas from minor care and pediatrics, to cardiac and behavioral health.
- **If your condition changes or worsens, please tell the Triage Nurse immediately.**

► Assessment & Treatment

A member of the medical team will examine your injury or illness and gather more complete information, including:

- A complete medical history and information related to your condition
- A physical examination
- Ordering X-rays and/or lab work if further testing is needed

After the evaluation, our emergency department physicians and physician assistants always discuss treatment plans with you and your designated support person. In some instances, we order blood work or other tests before you see a physician. This helps the physician make medical decisions and begin treatment more quickly. If you require a short period of observation and treatment, you may be moved to an observation bed. This can last several hours, with treatment provided by physicians and nurses.

If you need to be admitted to the hospital, the physician will discuss the details with you and your family, and your primary care physician will be notified.

► Discharge

If you are allowed to go home after treatment, written discharge instructions will be provided, including follow-up recommendations.

A case manager is available to assist with any questions about discharge for you or a family member. Once home, if symptoms worsen or change, please contact your primary care physician—or return to the emergency department.



In case of emergency, call 9-1-1

My Medication List

My Physicians/Specialists

Special Needs/Considerations



200 Memorial Avenue
Westminster, MD 21157
410-848-3000
TTY: 410-871-7186
CarrollHospitalCenter.org