

## QUALITY EMERGENCY CARE

Our most sincere wish is that you never need emergency care, but if you do, the doctors and nurses at Trinity Hospital Twin City Emergency Department will give you prompt, professional treatment 24-hours a day.

We are committed to providing our community with the highest level of emergency care. Our staff are dedicated to serving your needs with knowledge, experience, and most of all caring.

We appreciate your patience and understanding. We would like to thank you for choosing our emergency department. Your visit is very important to us. If you have any questions about your discharge instructions or treatments please call: 1-740-922-2800 and ask for the emergency department. If you have any concerns or wish to recognize someone for outstanding care, please call the hospital and ask for extension 2127 to speak to the department Director.



**We want to exceed your expectations.**

**In the next few days you may receive a survey phone call from a company named HealthStream. You will be asked to rate your emergency department visit. We want to know how we are doing. If you had an excellent experience please let the surveyor know. If you have concerns we need to know that too. Your feedback helps us make improvements.**



**Trinity Hospital Twin City  
Our Values**

- **Reverence**
- **Service**
- **Stewardship**

## Welcome to Trinity Hospital Twin City Emergency Department



**What to expect during my visit to the Emergency Department**

**Trinity Hospital  
Twin City**  
819 N. First Street  
Dennison, Ohio  
**740-922-2800**

# When you get to the Emergency Department

Upon arrival, every patient is triaged (sorted), and assigned a level of emergency. The triage nurse will decide if your illness or injury requires immediate treatment, or if you can safely wait while people who are more sick are taken to a room for examination.

**\*\*Patients are seen according to their medical needs, and not necessarily by the time of arrival.**

After triage you will be directed to the registration area to give consent for treatment and insurance information.



You will then be asked to take a seat in the waiting area until a nurse calls you.

**\*\*If at any time, while you are waiting, you feel more ill, tell the registration clerk so the emergency nurse can be notified.**

**NEVER Leave the Emergency Department Without telling the nurses or doctors.**



## What's next?

Once you are called to a room, the physician will examine you. Any delay in examination is a result of critical patients arriving by ambulance. Please be patient and we will care for you in a short while. Your nurse and doctor will check on you frequently, but in between times, we can check on you through our monitoring system.

After your examination, any tests, procedures, or x-rays your doctor ordered will be completed. Test results take time and may take more than an hour.

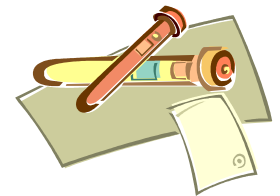
Upon completion of your treatment the nurse will give you discharge instructions. These instructions are very important for your recovery. Please feel free to ask questions about your discharge instructions. We want to be sure you know what to do when you go home.

**\*\*You will get a phone call from the emergency department within 3 days of your discharge just to see how you are doing. If you have questions please ask.**

**The Emergency Department is not like a doctor's office. There are no appointments.**

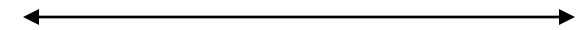
## How long will my visit be?

Some patients can be seen, treated, and sent home in a short time. Patients that need diagnostic tests like x-rays, CAT scans, or special blood or urine tests will usually be in the emergency department 3 hours or more. We will make every effort to keep you informed of test results and how long you will be waiting.



## Code of behavior

Patients, relatives and staff all want to be safe in the ED. Trinity Hospital Twin City has a policy of zero tolerance to violence. This means acts of violence, swearing, threats or verbal abuse will NOT be tolerated. Anyone who is violent or abusive will be asked to leave. If an offender does not comply with the request the police will be contacted.



**We know how important it is to have your family and loved ones with you when you are ill.** Patients may have two (2) support people with them. Other family and friends will be asked to please have a seat in the waiting room. Visitors are welcome to take turns visiting. No food or drink is permitted in patient rooms.