

What to Expect in the Emergency Department

The Emergency Department (ED)

The entire Emergency Department team is available to serve you. They pride themselves on delivering excellent care.

If you are waiting, please know that the ED team needs to see the sickest patients first and they will see you as soon as they can.

If your health changes, tell a member of the team right away. The entire ED health care team appreciates your patience.

Lab Tests

You may need blood tests, urine tests or other lab tests. Because you may be asked to give a urine sample, tell your nurse before you use the bathroom. Most tests take about 1 hour to finish. Check with your nurse if you wait more than 90 minutes for test result(s).

X-rays and Images

You may need X-rays or other images like scans or ultrasounds to look for injuries or illnesses. These can take longer if the demand in the ED is high. Test results can take 3 to 5 hours to get, so please plan to stay in the ED for a longer period of time.

Pain Management

Members of your health care team want to make you as comfortable as possible. Pain medicine may make your stomach upset and make you dizzy, unsteady, drowsy or sleepy. Do not get up without help. Use your call light if you need to get out of bed or if your pain gets worse.

Consider trying some non-medicine ways to find comfort. See the back side for more information.

Food and Water

Please do not eat or drink anything before checking with your doctor or nurse. Eating and drinking can delay or interfere with tests.

Safety and Fall Precautions

Your safety is important. Members of your health care team will check with you at least once each hour. Use the call light if you need anything between visits.

When you do not feel well in the Emergency Department, your risk for falling increases. The side rails on your bed will likely be raised for safety. Use your call light if you need to get up for any reason. A member of your health care team will help you.

Note for Work or School

If you need a note from the health care provider for work or school, please tell a member of your health care team before the end of your visit.

Survey

A couple weeks after your visit you may be asked to fill out a survey about your experience. The surveys come from a company called Press Ganey. The feedback collected compares Allina Health to other hospitals around the country. All responses are confidential. This feedback helps Allina Health improve care and services.

Questions or Concerns

If you have any questions, concerns or develop new symptoms, please tell a member of your health care team.

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Your Comfort is Important

This menu was designed to help you, your nurse, and your health care provider make decisions about your comfort together.

Depending on your plan of care, you may use a combination of the comfort options.

Talk with your nurse if you have any questions or concerns.



Try Relaxation Therapies

Ask a member of your health care team to try any of these:

- aromatherapy
- breathing exercises
- relaxation exercises

- listening to music or the relaxation channel.

Consider doing any religious or spiritual practices that are meaningful to you, such as prayer, meditation, reflection or positive thoughts.



Try Comfort Actions

Ask a member of your health care team for help with any of these:

- change positions
- stand and do gentle stretches or exercises (as you are able)
- talk or visit with caregivers
- limit visitors so you can rest

- dim the lighting in your room
- open or close the door or curtain
- speak with a chaplain or social worker.

Ask a member of your care circle (family member or friends) for a back rub or massage.



Try Comfort Items

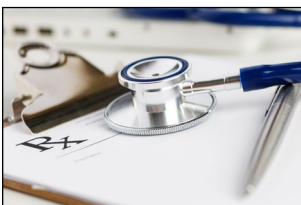
Ask a member of your health care team for any of these:

- stress ball
- extra pillows
- warm pack or ice pack
- warm blanket
- warm or cool washcloth

- ear plugs
- hot tea or ginger tea.

Ask a member of your care circle to bring in any of these:

- personal items (such as a toothbrush, floss, comb, ear swab, mouth swab and lip balm).



Try Medicine for Comfort

Members of your health care team will work with you to decide if medicines are needed for your type of pain. Tell a member of your health care team if your pain gets worse or if you do not have pain relief from

any of the things you have already tried.

If you had a narcotic (opioid) and do not have a ride home, you will need to stay in the ED for at least 4 hours before you are able to leave.