

# Emergency Center

## Emergency Center Staff

At Hudson Hospital & Clinics Emergency Center, our compassionate team of highly trained, board-certified emergency medical professionals are always ready to help you, should you encounter a sudden illness or injury.

While one physician will lead your care, your medical team may include:

- Emergency Medicine Physicians, who evaluate your condition and coordinate your treatment.
- Physician's Assistants, who perform physical exams, evaluate patients and order appropriate tests under the supervision of a physician.
- Registered Nurses, who are involved in the initial evaluation of patients. They also assist physicians in the treatment, continuing care and discharge of patients.
- Nursing Assistants, who help with patient care and procedures.

## When You Arrive

When you arrive at the Emergency Center, a registration staff member will welcome you at the main desk. Then a registered nurse will meet with you briefly to assess the nature of your illness, based on your symptoms and history. If your condition is life threatening and critical, you will receive immediate attention.

Each patient is assigned to a category based upon his or her condition. This process is called "triage," a French word meaning "to sort by priority." Staff must attend to the most critically ill or injured patients first – and the number of patients and variety of conditions can change rather quickly.

At certain times, we may have a large number of patients to serve. We ask for your understanding that, if your condition is not life threatening:

- You may be asked to wait to see the physician who will assess your medical condition in more detail.
- You will be taken to the appropriate room as soon as possible to treat your condition, based on the severity of your injury or illness compared to other patients.
- There may be times when a patient who registered after you is seen first. This is the triage process at work, where we balance the priority of life-threatening, critical illness and injury.

Please inform a staff member immediately if your condition significantly changes as you wait. Also, if you need something to help make your wait more comfortable, please let us know.

## Registration Information

Registration staff will meet with you to verify important demographic and insurance billing information. At this time, please be ready to provide required documentation, including a copy of your insurance card. Insurance carriers require Hudson Hospital & Clinics to verify coverage by copying your card.

### Photo Identification Required

To do our part to prevent identity theft and fraudulent billing, you will be asked to present a photo ID.

### Co-payments

Insurance companies require us to collect co-payments. Please be prepared to pay any co-payment or fee required by your insurance plan on the date services are rendered. Hudson Hospital & Clinics accepts cash, check, debit card, Visa, MasterCard and Discover Card.

## **Registration Information, continued**

### **Worker Compensation, Auto Accident or Other Liability**

It is the responsibility of the patient to provide detailed billing information regarding injury, date, time and location of the accident and claim information.

Hudson Hospital & Clinics is required to submit claims to insurance carriers and not individuals.

If accident details or claim information is not available at the time of service, we require that updated information be provided within 48 hours of the visit. Without accurate billing information, we will require payment from the responsible party listed on the account. Please call (715) 531-6034 to update your billing information.

## **If You Are Waiting For Care**

As we work to provide the best care to each person, we may need to ask for your patience. The trained personnel in the Emergency Center are obligated to:

- Treat seriously ill or injured patients first. Patients with life-threatening conditions, of course, deserve our immediate attention.
- Respond to unpredictable situations as they arise. The number of patients requesting care can vary hour by hour. Sometimes without your awareness, patients have arrived by ambulance and need to be seen before you.
- Ensure each patient receives the most appropriate and effective treatment. This can take time. Some laboratory or imaging tests take two hours or more before the results are ready for interpretation. The Emergency Center will add staff whenever possible to help reduce your wait.
- Depending on the situation, we may need to contact your personal physician or a specialist to arrange further care for your condition. These steps can take time. If you are being admitted to the hospital, it may take time to complete the many important things needed to be done before you are moved to a patient room.

## **During Your Visit To The Emergency Center**

### **Visitors**

We ask that family members or friends stay in the waiting room or in the treatment area. For the privacy and safety of all patients, the number of visitors is usually limited to two. This allows members of the emergency care team to perform their duties efficiently and to ensure that we meet the needs of other patients. Depending on your condition, your friends or family members may be asked to return to the waiting room.

### **Food and Drink**

Patients may not eat or drink anything without first consulting with a nurse.

By state law, food and drink is not allowed in treatment areas.

The Café is located on the main street of the campus. Vending machines are located near the Café.

### **Telephones**

House telephones are located throughout the campus. There is no charge for local calls. Please dial “9” for an outside line.

Cell phone use is permitted in the hospital and waiting areas – but is not permitted in the treatment areas of the Emergency Center. When in close proximity, cell phones may interfere with critical care electronic monitoring and treatment technology. Please “power off” cell phones when in the treatment areas of the Emergency Center.

### **Smoking**

The hospital and clinics facility and property is tobacco-free. Smoking is not allowed anywhere on the campus – including outside the Emergency Center entrance.

Please respect the health of all guests and staff.

## **Pharmacy**

Part of your treatment and recovery may include prescription medications. You can have your prescriptions filled by your regular pharmacy or at the following locations at Hudson Hospital & Clinics:

### **Pharmacy at Hudson Hospital & Clinics**

During normal business hours, the Pharmacy at Hudson Hospital & Clinics is available to fill your prescriptions. The pharmacy is located down the hall from the main entrance and also offers free delivery to your home in Hudson, as well as free mail service for prescriptions.

### **InstyMeds® Prescription Dispenser**

Located in the Emergency Center, this medication vending machine contains the most common medications. Prescriptions from the InstyMeds machine are available 24 hours a day and may save you a stop on the way home from the Emergency Center. Your physician may be able to offer this option.

The machine accepts cash or credit cards and offers easy touch-screen access to processing your prescription. The machine will also process insurance information. A 24-hour phone is located immediately next to the machine for live customer service assistance in making your transaction.

## **Meditation Room**

The Oak Meditation Room is located down the hall from the waiting area. The room offers a quiet place to relax, meditate or meet privately with family or members of your care team.

## **After Your Emergency Care Visit**

Before you leave, a physician, physician assistant or nurse will review discharge instructions. you will also receive a written copy to take home. It is important that you understand all of the instructions. Please feel free to ask questions.

Your medical team will talk with you about necessary follow-up appointments for further

treatment, diagnosis or general monitoring of your condition. you will need to schedule those appointments yourself or with the help of a friend or family member. Please see a directory of services located in this brochure to assist in making additional care arrangements.

## **Comments or Concerns**

Your feedback is important to us. If you have comments or concerns about your care while here, please feel free to discuss them directly with your caregiver. You may ask to speak with the manager on duty or charge nurse. You may also leave a message on Hudson Hospital & Clinics confidential comment line by calling (715) 531-6020.

## **Payment of Services**

Hudson Hospital & Clinics will attempt to bill your insurance company directly; however, the final responsibility is yours. If payment is unable to be obtained using the information you supplied, the account will be automatically transferred to “self pay” and payment will be requested directly from you.

You may get more than one bill for services you received. Your bills are not based on how long you were in the Emergency Center, but rather on the treatments that were performed and the supplies that were used while you received care.

Your portion of each bill will be dependent upon your insurance coverage and your plan’s preferred provider listings. It is the patient’s responsibility to know what services are covered under his or her insurance.

## **Financial Assistance Opportunities**

Financial help is available for patients who are unable to pay for services. Recipients who are unable to access other financial aid programs must meet established hospital financial eligibility requirements, and can be relieved of part of their hospital bill. For further information or an application, contact Patient Financial Services by calling (715) 531-6034 during weekday business hours.