

MedStar Georgetown University Hospital is a not-for-profit, acute-care teaching and research hospital with 609 beds located in Northwest Washington, D.C. Founded in the Jesuit principle of *cura personalis*—caring for the whole person—MedStar Georgetown is committed to offering a variety of innovative diagnostic and treatment options within a trusting and compassionate environment.

MedStar Georgetown's centers of excellence include neurosciences, transplant, cancer and gastroenterology. Along with Magnet® nurses, internationally recognized physicians, advanced research and cutting-edge technologies, MedStar Georgetown's healthcare professionals have a reputation for medical excellence and leadership. MedStar Georgetown University Hospital—*Knowledge and Compassion Focused on You*

MedStar Franklin Square Medical Center
MedStar Georgetown University Hospital
MedStar Good Samaritan Hospital
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medstargeorgetown.org/emergency


MedStar Georgetown University Hospital

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MedStar Georgetown University Hospital



Emergency Department
*Exceptional Medical Care for
Both Adults and Children*

Knowledge and Compassion
Focused on You

**Thank you for choosing
MedStar Georgetown University Hospital's
Emergency Department
(ED) for your medical
needs.**

We strive to deliver excellent care while upholding our mission of providing physical and spiritual comfort to our patients and families in the Jesuit tradition of *cura personalis*, caring for the whole person.

This pamphlet will help you better understand why you may encounter delays in the Emergency Department. If you have any additional questions, please ask one of our staff members.



The Triage Process

You will be seen by a specially trained triage nurse who will evaluate you and collect information about your illness or injury.

Our goal is to see patients in the order they arrive. However, we must care for patients with life-threatening illnesses first.

Patients whose condition does not require immediate care will return to the waiting room until space becomes available.

While in the waiting room, please tell the staff if there is any change in how you are feeling. We will recheck you while you are waiting.

In the Treatment Area

You will always be seen by an experienced, board-certified attending physician and a registered nurse. You may also have a resident physician or a medical student caring for you.

Many members of your healthcare team will ask you questions that you have already answered. We are listening, and we do talk to each other. For your safety and to make sure you get the best care, we need to hear from you about your illness.

Depending on your condition, your healthcare team may take many steps to better ensure optimal treatment. You may need blood tests, X-rays or other tests that take time to complete. Also, your doctor may need to consult with other specialists to help in your evaluation.

You can have one or two visitors with you at a time. If space is limited, we will ask them to return to the waiting room. If you wish, we will try to keep your family members updated about your progress.

At the End of Your ED Visit

Once your healthcare team has received all of your results, you will either be discharged home or admitted into the hospital.

Discharged home: You will be given documents with follow-up instructions for home and the results of basic tests that you should share with your regular doctor. Your nurse will bring these to your bed and remove any IVs at that time. Please understand, this process may take some time.

Admitted into the hospital: We will move you to your hospital room as soon as one is available. We understand you want to get settled, but rooms become available at varying times.

During your wait, we will keep you as comfortable as possible in the ED. Once admitted, you will receive the same quality care by other members of the MedStar Georgetown team.



How You Can Help

- **Know the names** of your primary-care doctors as well as the names and doses of any medications that you take at home.
- **Wait to eat or drink** until the doctor says it is all right to do so. This request is for your own safety. It will also help keep your visit as short as possible.
- **Please cover your mouth and nose when you cough or sneeze.** Please use the waterless hand soap available throughout the department.
- **Have a photo ID and your insurance card ready.** A member of the patient financial assistance team will need these items to update your information and locate your records.
- **Change into your hospital gown.** Your doctor cannot do a full examination until you are in a gown.
- **Limit your cell phone use** and please be aware of your voice level. Your neighbors will appreciate this courtesy, and it will help keep your visit as short as possible.
- **Take notes.** If you can, write down information that we have told you or any questions you may have.
- **Ask us!** We are happy to give you as much information as possible, but sometimes we get very busy. If you would like an update on your wait or if you have any questions, please ask any member of your healthcare team.

Frequently Asked Questions

Q. My doctor called ahead. Why do I still have to wait?

A. Your doctor calling ahead helps us organize a plan of care for you. However, the order in which we care for patients is based on the severity of their illnesses and space availability.

Q. How do I get a copy of my lab results, X-rays or CT scans?

A. General results will be written on your discharge paperwork. If you need more information, please contact Medical Records at **202-444-3184**.

Q. What is the "Flex Care" area?

A. Our department has a Flex Care area that is used to treat patients who have minor medical issues or those who need a medical procedure. Staffed by a physician and a nurse, the goal of this area is to help decrease wait times for all patients.

Q. Where can my family members get something to eat?

A. We have several options that offer food, drinks and coffee. Please ask any staff member for printed directions to these locations.

Within the next few weeks, you may receive a telephone call from Discovery Research asking about your Emergency Department experience. We strive to provide excellent care. If you feel your needs and expectations have not been met, we welcome the opportunity to hear from you about how we can improve.

Please contact us at **202-444-7077** or **guh.ed@medstar.net**. We respect your privacy and all information is kept confidential.