

TROVER HEALTH SYSTEM

and consults with the extenders for every patient seen in the Emergency Department.

An RN will assess and monitor your physical condition, give your medication, maintain your IV, and keep you and your family informed of any tests and procedures. Your nurse will also provide you with important discharge information before you go home. Each nurse is responsible for several patients and works closely with the ED Provider to give you the safest, highest quality care possible for you. Our nurses are compassionate about you and your care and are held to high standards of accountability in their profession.

ED Techs work closely with the ED Provider and the RN during your Emergency Department visit. The ED Techs are specially trained for emergency care. An ED Tech can be a CNA, an EMT, a Paramedic, or a Respiratory Tech. These care providers will check your vital signs, collect lab specimens, transport you to special testing and assist you as needed to make you as comfortable as possible.

What happens when I am discharged?

You could be discharged, admitted to the hospital, or transferred to a different hospital. If you are discharged, you will be given instructions on how to care for yourself and given a number to call if you have continued problems, or instructed to return in a specific length of time. You may be instructed to follow-up with a primary care provider or specialist.



TROVER
HEALTH SYSTEM

900 Hospital Drive
Madisonville, KY 42431
www.troverhealth.org



EMERGENCY DEPARTMENT



TROVER
HEALTH SYSTEM

Non-Profit
Organization
US POSTAGE
PAID
MADISONVILLE, KY 42431
PERMIT #53

**TROVER HEALTH SYSTEM'S RMC
EMERGENCY DEPARTMENT IS
DEDICATED TO GIVING YOU AND
YOUR LOVED ONES QUALITY CARE
AS QUICKLY AS POSSIBLE.**

ASSESSMENT

Your visit will begin with an initial assessment by the triage nurse. The triage nurse assesses your symptoms, vital signs, medical history, and medications so that the more seriously ill patients are seen first. Our experienced triage staff may begin appropriate studies/tests while you wait. This may include drawing lab work, sending you to x-ray, or performing an EKG.

At first assessment or after triage you will be escorted to a treatment room, if available, or sent to a waiting area, fast track, or acute care depending on the seriousness of your illness and available bed space. We will check on you frequently to see how you are feeling, and our patient liaison will help make you as comfortable as possible.

Remember do not eat or drink anything while you are waiting for treatment without first checking with the triage staff. If you have a child to be seen please do not allow the child to eat unless cleared to do so by the ED staff.

Trover Health System
Emergency Department
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800.467.5710
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TREATMENT

In the treatment area registration will be completed and further information and identification will be requested. It is important to supply current and accurate information as well as the name of a contact person. We may need to contact you with important results or follow-up care after your visit. You will also need to supply insurance information.

You will receive a further evaluation or Medical Screening Exam by a physician or a physician extender who is a specialist in emergency medicine. Additional testing and treatments will be performed as indicated by your medical exam. This may include other lab studies and x-rays. These studies may take some time but are needed to complete your treatment plan.

VISITATION

Your privacy and confidentiality are very important to us. Therefore, we ask you to limit visitation of your family and friends to two visitors at the bedside. The patient liaison will let your family know when they may come back to see you. Clergy or your spiritual advisor is given special consideration when identified by you and are allowed to visit in addition to your family members for brief periods of time.

QUESTIONS?

We are dedicated to keeping you informed throughout your Emergency Department visit. Please use the notepad and complimentary pen to write down questions for the providers or nurses taking care of you.

FAQ

Why am I waiting so long to see a doctor?

One possible reason you may wait in the ED is large patient demand. As you can see the waiting room is usually full. This means the treatment area is full also. We have patients coming in through the ambulance entrance as well as the front door. We are triaging and providing treatment to these patients also.

We would love to take patients on a first come first served basis, but it is not possible. We have urgent cases; strokes, heart attacks, and trauma that need to be seen before some "minor" problems. Life or limb threatening illness and injury are seen first.

The national average waiting time to be seen by a doctor in the emergency department is 3 hours and 42 minutes.

How long can I expect to be in the Emergency Department?

Once in the treatment area, average stays are three to five hours. Our goal is 180 minutes from door to disposition. National average for non-urgent problems is two hours; our goal is under 1 hour. Your total stay may depend on your symptoms, illness and whether you have to be admitted to the hospital. Also, if the emergency provider consults with a specialist or you have special tests and x-rays taken; your stay may be longer.

Who will be caring for me?

An ED Provider could be an MD, a DO, a PA, or a Nurse Practitioner. Your care may be provided by a physician extender, but the doctor has overall responsibility for your care