

## Helpful Hospital Information

- Wheelchair accessible public restrooms are located in the waiting room for your convenience.
- Please use cell phones outside of the ED or in the atrium as they can interfere with our monitors.
- Televisions are located in the waiting room and most of our ED treatment areas.
- Our cafeteria is located on the first floor at the opposite end of the building and serves breakfast between 7:30 a.m. and 10:00 a.m. (except weekends and holidays); lunch between 11:15 a.m. and 1:30 p.m.; and dinner between 4:30 p.m. and 6:30 p.m.
- Snack machines are right outside of the cafeteria.
- Dunkin Donuts is located in our Main Galleria and is open everyday from 6:00 a.m. until 11:30 p.m.
- Remember: You shouldn't eat or drink before being seen by our emergency practitioner.
- Don't forget to ask questions! If something doesn't seem or feel right to you, ask one of our emergency practitioners.

Remember that MediQuick and the MidState Medical Group Walk-In Center are available to treat minor illnesses or injuries. Visit [www.midstatemedical.org](http://www.midstatemedical.org) for more information on these services.

### Help Us Serve You Better

You may receive a patient satisfaction at home from Press Ganey, Inc. Please take a few minutes to provide us with your feedback so we can serve you better.

In quarterly patient satisfaction surveys (conducted by an independent, national research company), MidState consistently rates among the top hospitals in Connecticut and the nation. Conveniently located just minutes off Rte. 691 in Meriden, CT, MidState offers free and safe parking, as well as private inpatient rooms. Services include general surgery, emergency medicine, MidState Medical Group Walk-in Center for urgent care needs, and state-of-the-art care in centers dedicated to Cancer Care, Wound and Hyperbaric Care, Family Birthing, Sleep Care, Digestive Health, Pain Management, and Cardiac Care.

**For information, call 203 694 8200 or visit [www.midstatemedical.org](http://www.midstatemedical.org).**

**Do you have a MidState doctor?  
Call 1 866 MMC 5678.**

*Excellence in care. And caring.*

 **MidState  
Medical Center**

435 Lewis Avenue  
Meriden, Connecticut 06451

## Emergency Services



## What to expect

in our Emergency Department

 **MidState  
Medical Center**



**W**elcome to the MidState Medical Center Emergency Department. We are committed to providing you with quality and compassionate care that exceeds your expectations. Over the past few years, we've seen more and more people turning to us for emergency services, and that has translated into a crowded ED with longer wait times. As a result, we have proposed an expansion designed specifically to meet your needs. Our new ED will have all private rooms, an open floor plan to increase nurse accessibility, and a dedicated radiology suite right in the department. MidState will increase treatment spaces in the ED from 28 to 52, accommodating more patients and shortening the overall wait. We appreciate your patience during this time. If you have questions or encounter a problem during your visit, don't hesitate to tell us about it.

# Questions AND ANSWERS ABOUT MIDSTATE MEDICAL CENTER'S EMERGENCY DEPARTMENT

## MidState Medical Center Emergency Staff

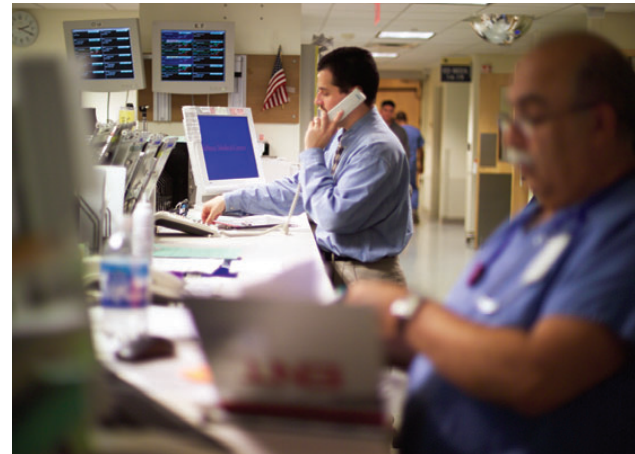
You're in good hands when you're in our ED. You will be treated with the utmost respect and receive excellent medical care. Below you'll find some helpful questions and answers so you know what to expect during your visit.

### Q: *What happens when I arrive?*

A: You will be greeted by an Emergency Department staff member who will ask you to sign in. Your treatment will start with a triage nurse who will ask you to describe your symptoms/reason for your visit, take your vital signs, and ask for your family history and list of current medications you are taking. You may begin treatment or diagnostic testing, or you may be asked to sit in the waiting room until an appropriate treatment space becomes available. Please be advised that eating or drinking is prohibited until you are seen by our emergency practitioner.

### Q: *If another patient arrived after me, why are they being seen first?*

A: MidState's Emergency Department serves patients whose condition can be life threatening. Therefore, we must triage patients to determine who needs immediate attention. Patients with more severe conditions will be given priority for treatment. Please understand that if this occurs, it is only to ensure that those patients with the most critical illnesses get seen as soon



as possible. We will do everything we can to minimize your stay and keep you informed of when you will be seen.

### Q: *What happens when I'm brought to a treatment space?*

A: You may be asked to put on a gown and an IV may be inserted or blood may be drawn. Our emergency practitioners may order tests to help diagnose your condition or collaborate with other specialists to determine the cause of your complaint.

### Q: *Why am I still waiting when I see so many emergency practitioners in the ED?*

A: Our ED is a very busy place with many of our staff evaluating other patients who might require admission to the hospital. Emergency staff frequently takes trips to computer stations either to order tests or assess results. Some staff must return

important phone calls. Remember that all of this is part of your care. We will do our best to accommodate your needs.

### Q: *Why don't you call my doctor right away?*

A: It is best to contact your physician after we obtain results from your medical tests. We can make the best decision about your treatment only after we know your status.

### Q: *How long will I be here?*

A: Patients with minor illnesses or injuries may be seen in our minor care area, which has an expected stay of about two hours. If you are seen in the main ED, you could be there as short as several hours, or as long as overnight. Sometimes there is a surge of patients in our ED that increases wait times.

### Q: *Why are wait times so long in the ED?*

A: "ED crowding" is a national and regional problem that has to do with a variety of factors, including a growing population of frail, critically ill patients who have life-threatening conditions.

### Q: *What about my family and visitors?*

A: We support the need for patients to have family with them during their visit, but in some cases, we may need to limit the

number of visitors in the treatment space for the comfort, safety and privacy of all our ED patients.

### Q: *What happens when I'm discharged?*

A: The emergency practitioner will review your care and diagnosis, and you will receive "Discharge Instructions." The practitioner will carefully explain your instructions, medical prescriptions and answer any questions about your care or treatment. This information will be provided to your regular doctor; if you do not have one, we will provide a referral for you.

