

up with your primary care physician. You are responsible for your own transportation home.

## Support after you leave

Physician Referral Service (800) 532-2411  
Outpatient Pharmacy (586) 263-2677  
Home Health (586) 203-1040  
Billing & Financial Support (248) 641-4400

Visit our website at [Henryfordmacomb.com](http://Henryfordmacomb.com) for information on these services and more.

## Our goal: Exceed your expectations

Our Emergency Department team is dedicated to providing you with excellent care and a patient-centered experience, where your medical and emotional needs are addressed by all members of the team. We are committed to:

- Caring for you as a person, and showing you dignity, courtesy and respect in every encounter.
- Encouraging and supporting your participation in care decisions.
- Providing you with timely, accurate information about your condition and treatment.

Emergency Departments can become quite busy at times, but this should not impact the level of courtesy, respect and vital communication you receive from our staff. If you are not experiencing superior service, or have questions that have not been answered by your nurse or doctor, we would like to hear from you before you leave. Please call our charge nurse at **(586) 203-5300**.

You may also receive a survey following your stay. Please complete the survey and return it as soon as possible. We value and appreciate your feedback, including areas for improvement and physicians or staff you would like to thank.

## Advanced care

Patients and family members can take comfort in knowing that the emergency services team at Henry Ford Macomb Hospital is nationally recognized for quality in a number of areas.

- **Stroke Care** - Henry Ford Macomb is certified as a Primary Stroke Center – the first in Macomb County and one of only a few dozen in Michigan to earn the distinction.
- **Heart Care** - As one of the nation's Top 50 heart hospitals, Henry Ford Macomb treats heart attacks twice as fast as the national average and offers an accredited Chest Pain Center.
- **Trauma Services** - As a Level II designated trauma center, our highly specialized trauma team provides advanced medical and surgical care.

## Urgent care

For those conditions that are not life-threatening, Henry Ford Macomb offers urgent care services weekdays from 8 a.m. to 10 p.m. and weekends/holidays from 10 a.m. to 6 p.m. For more information and directions, contact one of the Urgent Care Centers below:

Chesterfield Township	(586) 421-3050
Shelby Township	(586) 323-4700
Fraser	(586) 285-3850
Bruce Township	(810) 798-6411



**HENRY FORD  
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# EMERGENCY DEPARTMENT

Patient Guide



Experiencing a medical emergency can be frightening and frustrating. To help you understand what to expect during your Emergency Department visit, we have provided the following information.

## Waiting for treatment

People wait in the Emergency Department for many reasons. Some of these include:

- Waiting while the sickest patients are seen first.
- Overcrowding due to epidemics such as the flu. Also, unlike a doctor's office where appointments are scheduled, many emergency patients may arrive all at once.
- Waiting for radiology and laboratory results. Some test results take longer than others.
- Waiting for consultations from specialty physicians.
- Shortages of inpatient beds, resulting in patients remaining longer than expected in the Emergency Department.

Once in the treatment area, the length of your stay will depend on your symptoms, illness and whether you have to be admitted to the hospital.

The time of day and the day of the week may also determine how busy the Emergency Department is. Typically, the Emergency Department is busiest between 3 and 11 p.m. Weekends and Mondays are usually the busiest days of the week.

## Triage

You may hear the word triage when you enter the Emergency Department. The triage process determines who needs to be seen first. A nurse will determine the severity of a patient's condition, based on symptoms. In addition, when a patient first comes to the Emergency Department, a quick assessment is made of the

patient's condition and then they will be taken to a treatment area.

An empty waiting room doesn't mean that the Emergency Department is not busy assisting patients. For example, patients who arrive by ambulance enter the Emergency Department through a different entrance.

## Testing

For most patients, tests will need to be performed to ensure an accurate diagnosis and the best treatment. Please do not eat or drink before checking with your nurse. It is important to realize that the technology and processes for tests in a hospital are different from a doctor's office or an urgent care center. They generally take longer, and provide more comprehensive results. Tests need to be ordered, performed and analyzed by specialists, with results delivered back to the care team to determine next steps. This process takes between one and two hours for most common tests, including:

- Blood and urine tests
- X-rays, CT Scans and MRIs
- Ultrasounds (can take up to six hours, depending on preparations needed for specific tests)

Please note that while most tests are analyzed at the same time, certain studies require blood tests and results before the next test can be ordered.

## Care team

As a patient in the Emergency Department, a team of highly skilled professionals will care for you. They include:

- An emergency medicine physician or advanced practice professional, who has overall responsibility for your care. A doctor, nurse practitioner or physician assistant sees each and every patient. Doctors talk to

the laboratory, nurses and other doctors, as necessary.

- A registered nurse (RN) will assess and monitor your physical condition, give you your medication, maintain your IV and keep you and your family informed of any tests and procedures. Your nurse also will provide you with important discharge information before you go home. Each nurse is responsible for several patients and works very closely with your doctor to provide the best care possible.
- Other professionals may work with you, your nurse, and doctor – such as staff from radiology, laboratory and respiratory therapy.

If you have any questions or concerns, please discuss them with your health care team.

## Visitors

We are committed to patient-centered care and will do everything possible to keep your loved ones close during your visit. Once in the treatment area, we ask that you limit bedside visitors to two people. To ensure the privacy of other patients, visitors must stay at the bedside. If caregivers feel that you need more privacy, your visitors may be asked to return to the waiting area.

During peak volumes and flu season, visitors may be restricted to only one person over the age of 12.

No food or drink is allowed in the Emergency Department from outside of the hospital. For patient privacy, cell phone use is prohibited.

## Discharge

When 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. You may be instructed to follow