

Just What the Patient Ordered



A guide for managing your hospital care

Washington Health Foundation
Hospital Guide – Emergency Room

What You Need. When You Need It.

- 1 Actively participate in your care—this leads to healthier outcomes.
- 2 Ask critical questions when considering decisions that affect your care.
- 3 Assure good care management by taking notes during your stay.

Wherever You Are In The Hospital,
Simply Turn to The Matching Page for Assistance.

Emergency Room

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Emergency Room

Why the Wait?

While you are being considered for admission, you may have to wait as the hospital:

- Stabilizes patients who are at greater risk than you.
- Makes sure they can appropriately treat your condition.
- Makes an appropriate patient bed available.

Checklist

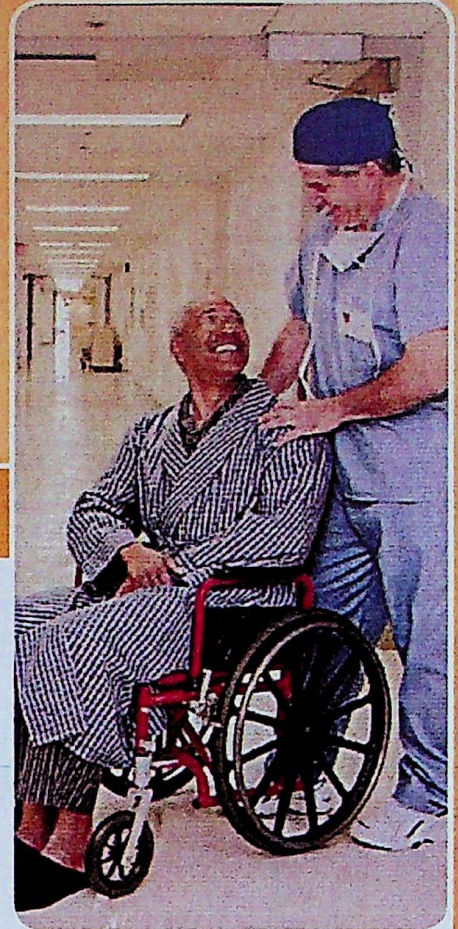
If you are going to be admitted to the hospital (moved to a patient room):

✓ **Notify:**

- Family/loved ones
- Work/other immediate responsibilities
- Someone to take care of pets, mail, etc.

✓ **Collect medical information, including:**

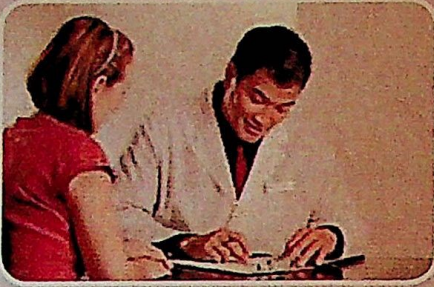
- Prior surgeries and serious medical conditions, including allergies
- Medications you take (call your pharmacist for a list, if needed)
- Primary Care Provider* name and contact information
- Insurance information (if applicable)



Health Care Provider Names, Updates & Other Notes

*see Word List on page 13 for meaning

Admitting & Registration



Name Allergies & Prior Health Care Conditions

- Tell your health care providers about any other conditions you have, such as asthma, diabetes, allergies, etc.
- Use the following page to list your medications and supplements.
- Complete the sign on the inside back cover and post it above your hospital bed to remind your health care providers about your existing medical conditions.

Have an Advocate

- Have a friend or loved one help you during your stay.
- You can ask the hospital to share your medical information with your advocate.

Find the Hospital's Special Assistance

- Find out which hospital employee you or your advocate can talk with if questions arise about the quality of your care.
- Find out who can help you or your advocate understand your hospital bill, or where/how to pay.

Hospital assistance name

Phone

Hospital office location

Use this chart to list all of your medications and supplements

Prescription Drug Name	Strength	Directions	Prescribing Physician	Reason you take
<i>Allegra</i>	<i>60 mg</i>	<i>1 tab, twice a day</i>	<i>Dr. Jane Doe</i>	<i>Allergies</i>

"Over the Counter" Drug Name	Strength	Directions	Prescribing Physician <small>(If Prescribed by a Doctor)</small>	Reason you take
<i>Aspirin</i>	<i>81 mg</i>	<i>1 pill, once a day</i>	<i>Dr. Jane Doe</i>	<i>Prevent heart attack</i>

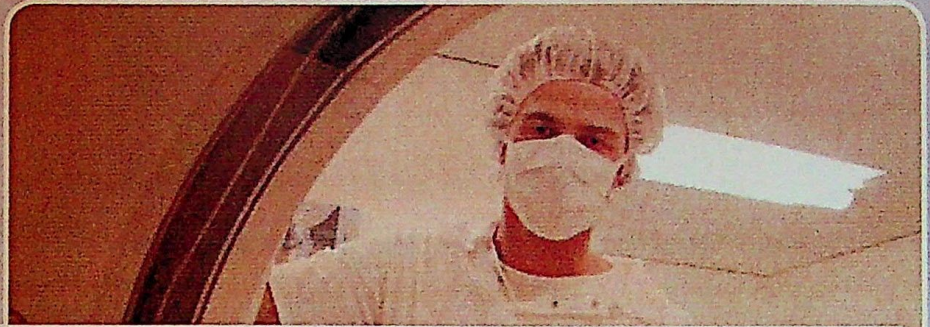
Herbals, Vitamins, Minerals, ect. Name	Strength	Directions	Prescribing Physician <small>(If Prescribed by a Doctor)</small>	Reason you take
<i>Vitamin C</i>	<i>500 mg</i>	<i>2 pills, each a.m.</i>	<i>n/a</i>	<i>Prevent colds</i>

*see Word List on page 13 for meaning

Tests & Procedures



Have your advocate* with you to take notes when talking with your doctor about the potential risks and results of tests and procedures.



Understand answers to ALL of these questions when deciding to undergo any medical test or treatment procedure:

- ✓ **Why:** Why is this test/procedure being recommended? Are there other options?
- ✓ **What:** What are the risks? What will be the effect on my allergies and other prior conditions? What pain or other side effects should I expect?
- ✓ **Who:** Who recommended the test/procedure? Who will perform it?
- ✓ **When:** When will the test/procedure be performed? When will I know the results?
- ✓ **Where:** Where is the test/procedure to be done? Where can my loved ones observe or wait for me?



Help avoid mistakes –VERIFY just before you undergo your test/procedure:

- ✓ Your name.
- ✓ Name of the test/procedure.
- ✓ Your allergies and prior conditions.
- ✓ Location on your body where the test/procedure is to be performed.

Until you are sure the test/procedure is exactly what you decided upon...DO NOT PROCEED.

Tests & Procedures—My Notes

Test/procedure name: _____

Why: _____

What: _____

Who: _____

When: _____

Where: _____

Result: _____

Test/procedure name: _____

Why: _____

What: _____

Who: _____

When: _____

Where: _____

Result: _____

Discharge & Release



When you are due to be discharged, invite a family member or loved one who will be available to help you after you leave the hospital.



Before you leave the hospital, by law, you must be given written discharge instructions that include the following information:

Review of medications to be taken including any changes to medications you were taking before you came to the hospital.

Signs of worsening condition or infection and when to call the doctor or go to the emergency room.

Activity restrictions or limitations—like working or driving.

Training for self care and/or family care.

Primary Care Physician* agreement with the plan.

Until you understand your printed discharge instructions well enough to follow them...DO NOT PROCEED

My Follow-up Appointments

Date: _____ Dr. Name: _____

Date: _____ Dr. Name: _____

Date: _____ Dr. Name: _____

In case of serious medical setback before next appointment, call:

Discharge & Release—My Notes



My Discharge Notes

Discharge Date

Discussion of discharge plan by
(name of doctor, nurse, etc...)

Family/loved one participating

Discharge Planning Chart

Arrange the activities described in your printed discharge plan:

Patient-Self Care	Family Assistance	Professional Assistance
<i>Medications, daily</i>	<i>Insulin shots, daily</i>	<i>Home Care Aide, bathing daily</i>

*see Word List on page 13 for meaning

Word List

See the following list for meanings to words marked with * throughout this guide.

Admitting (Registration):

The department that is in charge of paperwork that indicates you are officially a patient at the hospital.

Advocate:

A person you choose who participates in discussions with your health care providers with you and on your behalf. It is usually a close family member, but can also be a friend or other loved one you trust.

Primary Care Physician:

The doctor you see normally who helps you manage your overall health by doing your annual check-ups and referring you to specialists when needed.

Procedure:

Doctors perform medical procedures to improve or correct your medical condition. Hip replacement surgery and chemotherapy are examples of procedures.

Recovery Goal:

A short-term objective set by your doctor to measure or improve your recovery. For example, a specific amount of time walking or sitting up might be recovery goals for a patient after surgery. Sometimes the term is used to describe a long-term objective that you want to accomplish once you are fully recovered. For example, visiting a favorite place or running a marathon.

Specialists:

Health care providers who focus on a specific medical condition or part of the body. For instance, an oncologist is a cancer specialist and a cardiologist is a heart specialist.

Test:

Doctors perform medical tests to better understand your condition. Taking X-rays and drawing blood are common testing methods.

Ward (or Unit):

An area of the hospital where the patients receive similar kinds of care. For example, the Intensive Care Unit (ICU) or Critical Care Unit (CCU) is a ward for patients who need an extremely high amount medical supervision and a maternity ward is for delivering babies.



WARNING

I am allergic to:

I have the following prior condition(s)

Please be alert to dangerous drug interactions
-Thank You

"With the dramatic rise of prescription drug overdose deaths, people must keep track of their medications and tell medical professionals about everything they're taking-especially when they are hospitalized. I'm pleased to support the Washington Health Foundation in its efforts to protect patients and their health through this helpful guide."

— Rob McKenna
Washington State Attorney General



Washington Health Foundation
600 Stewart Street, Suite 601
Seattle, WA 98101

www.HealthiestState.org

tel 206-285-6355 | fax 206-284-0274

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Developed by James Whitfield in partnership with the Washington Health Foundation.