



Newton-Wellesley Hospital

Emergency Department

Helpful tips and reminders to support
your emergency health care needs

What To Expect

Thank you for choosing Newton-Wellesley Hospital for your emergency health care needs.

We understand this is a difficult time, and you likely have many questions and concerns. Please remember that our collective mission is to treat every patient as we would a beloved family member. We are here for you and will do all we can to provide you with the best possible care in a safe, timely and efficient manner.

We also kindly ask for your help as we work to address your health emergency. We partner closely with our patients to tailor our care to your individual needs.

Please be mindful of the following:

- Our goal is to treat every patient as quickly as possible.
- At certain times, extended wait times are possible.
- If your primary care physician or another provider has contacted our hospital regarding your care, we will incorporate their information into your treatment plan. However, we will only perform testing that our care team deems medically necessary for your care.
- Please refrain from eating or drinking until you've spoken with your triage nurse.

To help us expedite your transition from the waiting room to our care areas, please:

- Review the information in this booklet
- Prepare to explain why you are seeking emergency care and to answer potential screening questions.



Questions to Consider

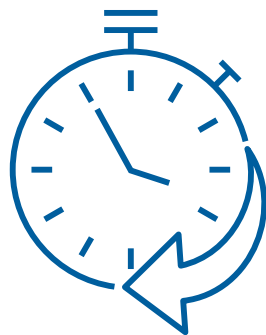
As part of our patient intake process, we ask a series of standard verbal screening questions to tailor our care to you. Please consider your answers to the following questions while you wait:

- Why are you seeking emergency care today?
- What symptoms are you currently experiencing?
- For which significant medical conditions are you currently receiving regular treatment?
- What medications are you currently taking?
 - » It is important to have an up-to-date list of your current medications and doses to ensure the accuracy of your medications listed in our system.
- What is your recent travel history?
- We may also ask you if you are experiencing any signs or symptoms of depression.

Emergency Department Wait Times

When patients seek emergency care at our Emergency Department, extended wait times do sometimes occur. If you experience a lengthy wait, we encourage you to visit our check-in desk to ask for a status update.

We strongly discourage you from leaving our ED before receiving treatment. If you must consider leaving before receiving care, please ensure that you visit our check-in desk before doing so.



There are many factors that can contribute to extended wait times, including:

- The number of patients seeking emergency care
- The severity of patients' illnesses
- The availability of inpatient beds for emergency patients to be admitted to the hospital

During periods of extended wait times, we have detailed, thoughtful protocols which inform our movement of patients from the waiting room to the appropriate treatment area. We consider:

- Severity of illness, which is always the primary factor
- Degree of discomfort and disability
- Availability of appropriate space (for example, pediatric space for young children)
- Arrival times and duration of wait
- The ability to be treated and discharged quickly

Please know that, even while you are in our waiting area, our care team is using this time to evaluate you and preparing to treat you.

Follow Up with Your Provider

Our Emergency Department is committed to providing the best possible care while you are a patient at Newton-Wellesley Hospital. However, it is critically important that you listen to our providers' guidance on the next steps on your health care journey following your eventual discharge.

Some patients leave our care before a definitive diagnosis has been made. These patients should seek additional care and treatment from other providers.

If you are instructed to follow up with your primary care physician or a specialist after you are discharged, we strongly encourage you to contact them as soon as possible to discuss your continued care. This follow-up is critical to ensuring your health and well-being in the weeks and months to come.

Thank you for choosing Newton-Wellesley Hospital for your emergency health care needs. We hope to help you begin the process of healing and recovering.



We value your feedback. If you receive a survey following your stay, please provide us with your perspective as we work to improve the patient experience. We also appreciate any positive comments you may have if you were pleased with your experience.