

In the Emergency Department

As soon as a bed is available, you will be directed to it. If triage indicates no need for prompt intervention, your own AUB physician can see you. Bed placement will trigger an automated paged message to let them know where you are in the emergency department. He/she will be able to personally direct your medical care. If however, they are unable to see you in the Emergency Department in a timely manner or if your medical condition requires it, an emergency physician will be assigned to take care of you.

Your assigned physician(s) will take a detailed history, perform a thorough physical exam, discuss with you what needs to be done, what could be the diagnosis and then treat you appropriately.

- ▶ If any blood tests, x-rays or other studies need to be done, they will order them.
- ▶ Once results are back your physician will discuss them with you and a plan of care will be made.
- ▶ Many tests results will take up to 90 minutes to be available.
- ▶ If a specialist needs to be consulted, the specialty service will be paged and their representatives will come to the Emergency Department to see you.

Remember during your stay with us:

- 1) Only ONE family member or friend will be allowed to stay with the patient inside the ED. All others must stay in the waiting area.
- 2) To protect patient privacy and facilitate patient care, please designate ONE person to communicate with doctors and nurses.
- 3) Please do not bring food or drinks into the Emergency Department.
- 4) Ask your nurse before taking your home medication



Hospital Admission

If you need admission to the hospital, we shall do our best to secure an appropriate bed for you. As soon as we can, you will be taken directly from the Emergency Department to your hospital bed. There may be some unavoidable delay in this; and again we would ask for your patience.



Transfer to an inpatient bed requires delicate attention to ensure everyone's safety. We could be waiting for a test result that could alter your management plan. Your assigned room may still need to be vacated or cleaned. Other urgent priorities in the Emergency Department or hospital may also cause similar delays.

It is essential to note here that our hospital may be full or that we have no appropriate bed for your condition. This may cause significant delay or require us to seek transferring you to another facility. You may be asked to arrange for such a transfer.

Discharge Home

If you do not need admission, you will be discharged home. A nurse or doctor will help you with this.

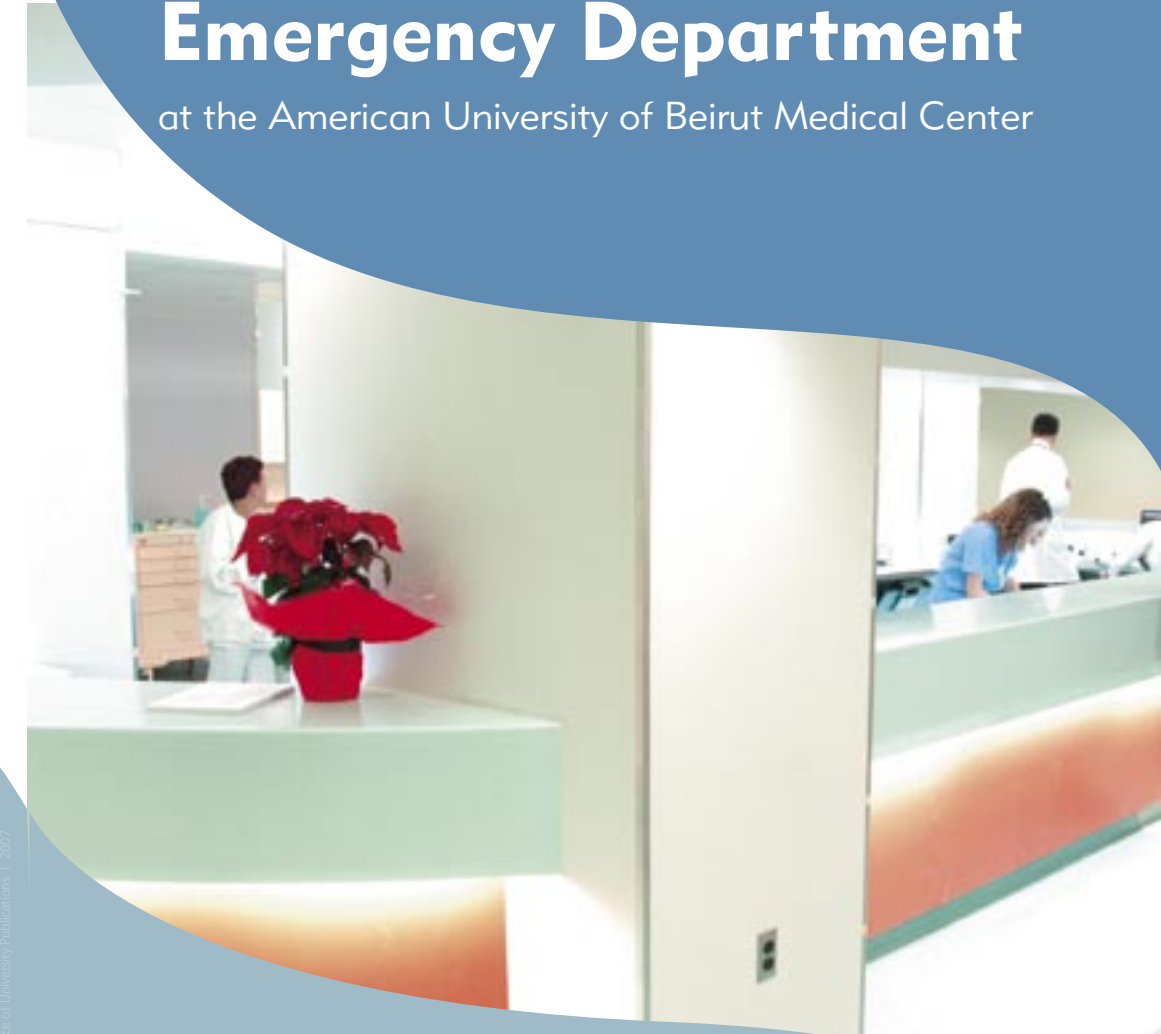
Make sure you have

- All prescriptions for medications you need
- Any referrals for follow-up you may need
- Any available patient information handouts pertinent to your medical condition
- Any sick leave or reports you may need

Before discharge, you need to check with the ED cashier one last time to close the account for this visit since there may be outstanding charges or credits to you.

At any time, if you start feeling worse in any way, feel free to come back to the Emergency Department.

What to Expect When You Visit the
Emergency Department
at the American University of Beirut Medical Center



When Minutes Count!

Come to the American University of Beirut Medical Center Emergency Department...

Things to Remember before coming:

- 1) Bring official identification with you and your insurance card if you have one.
- 2) Bring ALL your medications with you.
- 3) Tell the nurses/doctors if you have ANY allergies to medications or contrast dye.
- 4) As soon as you arrive, tell the greeter, nurse or doctor if you have flu symptoms, known infections (such as tuberculosis), or are coughing up phlegm or blood.

All Life-threatening Emergencies Will Be Dealt With Immediately

Procedure for other patients is as follows:

You will be met by a greeter who will take some basic details and either direct you to the triage nurse or ask you to wait briefly in the waiting area.

Triage

Because it is unreasonable and unsafe for your nurses and doctors to first deal with a patient who has an ankle sprain before dealing with a patient who might be suffering a heart attack, we have in the Emergency Department a process called 'triage'.

Triage is a system used to classify sick or injured people according to the severity of their conditions. The first healthcare professional you will meet is the Triage Nurse. He or she is a specially trained nurse who will ask you some questions about why you came to the Emergency



Department, what medications you are taking and who your AUB physicians are. They will also check your pulse, temperature and blood pressure and do a brief physical exam. Based on what they find they will assign a triage score and determine your priority level.

The triage nurse will then give you a blue piece of paper and ask you to go to the Emergency Department Admissions window to register.

Registration

During the registration process, you will be asked to identify yourself and to present your insurance card if you have one.

You may then be directed to the cashier to pay the initial cost of your evaluation and management fee. Note: you will likely need to make other visits to the cashier depending on what tests need to be done, if medications need to be given or if you need to see a consultant physician.

If you specified an AUB physician as your primary or referring physician, he/she is automatically paged when you register to let them know you are in the emergency department. An automatic message will be sent to their beeper telling them your name and why you came to the Emergency Department.

After registration is complete, you will be asked to return to the triage waiting area.

Will I wait long to be seen?



If the Emergency Department is not busy, all patients will be seen immediately and assigned to a bed. If, however, there are only a limited number of beds available, the triage nurse will use the triage score to decide who gets the next vacant bed.

At this point, you are most likely to suffer anxiety and concern. We know you want to see a doctor as soon as possible; but we must kindly ask for your patience and understanding.



Know that we are working as hard as we can to bring timely, professional and compassionate health care to everyone who comes to the Emergency Department. We do, however, have to first care for those most in need. If, at any time, you feel that you or your family member really needs a doctor urgently you are most welcome to ask for reevaluation by the triage nurse.