

# Why is there a wait time?

**THE EMERGENCY DEPARTMENT** is always open to any patient with health concerns. We will check and examine everyone, and we will help with as many problems as we can.

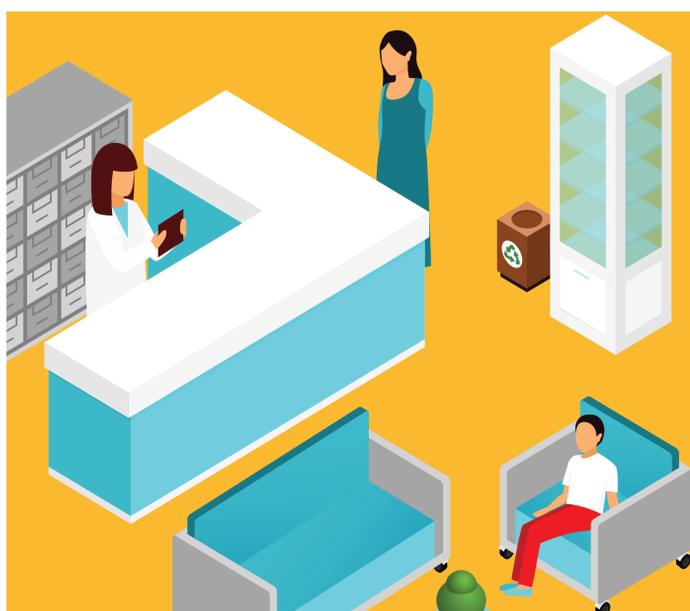
However, there are times when the ED is very busy, and we must always treat the most dangerous emergencies first. Many patients who arrive by ambulance are waiting in another area that you might not be able to see.

*We work hard to keep wait times as short as possible for everyone.*

## Here is what your visit may look like:

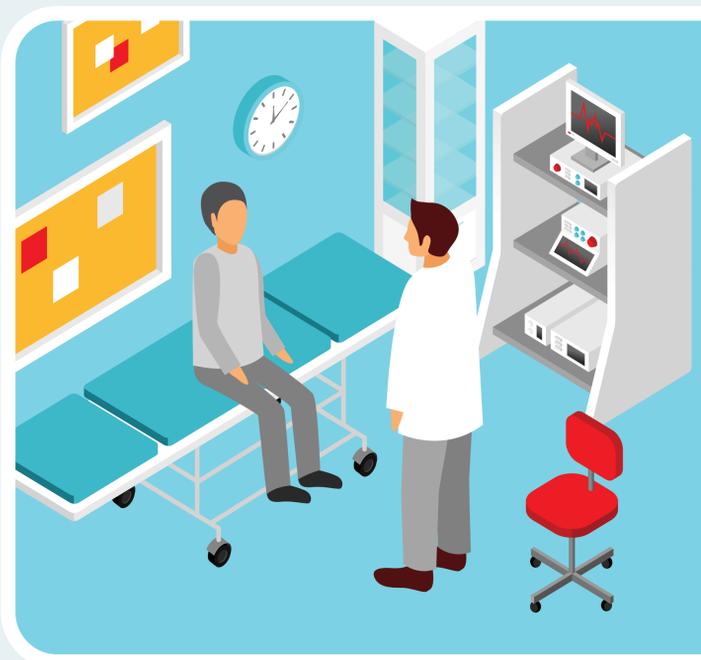
### 1. Arrival and Triage:

A nurse performs a quick check to estimate your level of health urgency. If a treatment space isn't immediately available, you'll comfortably wait in our designated waiting area.



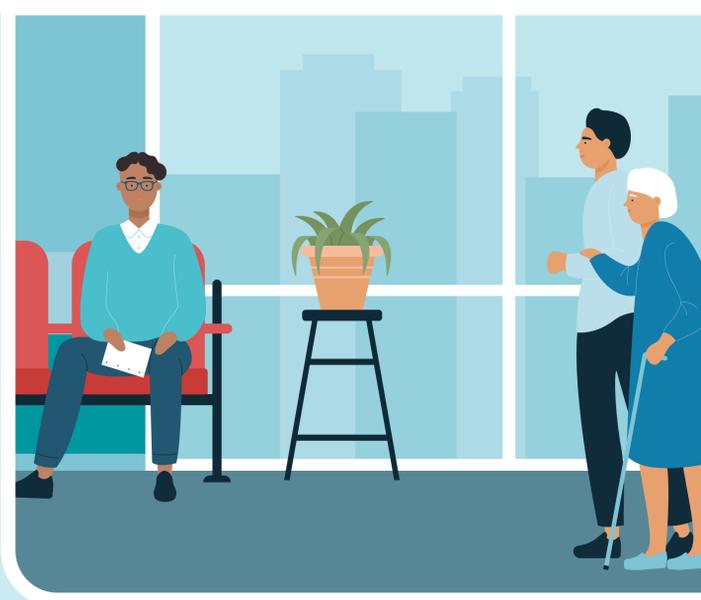
### 2. Initial Physician Exam:

From the waiting area, you will be called to a private room for a doctor to do an exam. The doctor will confirm your level of urgency and will also start your care by requesting appropriate tests such as drawing blood or x-rays. If you have certain conditions, like an ankle sprain, you may receive all your care here and be able to go home. Otherwise, you will be put in line for a room for continued care. Our aim is to speed up your care while you wait.



### 3. Minimizing Your Wait:

If your treatment space isn't ready yet and you need additional care, you'll be invited back to our waiting area. Remember, you will not lose your place in line. You'll be notified as soon as your treatment space is ready.



### 4. Complete Your Care in the Emergency Department:

When available, we'll invite you to a treatment space. Here, you'll meet more of your dedicated care team. You'll finish any planned tests and treatments you have not yet received, such as CT scans or IV fluids. Our team will keep you updated with your results and next steps, ensuring you understand whether you need to stay in the hospital or how to best recover at home.

