

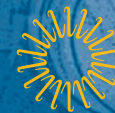
Welcome to the
**Andrew F. Anderson
Emergency Center**
at Rhode Island Hospital

Please list any medications that you are currently taking here:



Rhode Island Hospital
A Lifespan Partner

Andrew F. Anderson Emergency Center
Rhode Island Hospital
593 Eddy Street, Providence, RI 02903
401-444-4000
RhodeIslandHospital.org



Rhode Island Hospital
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Advancing Medicine. Touching Lives.



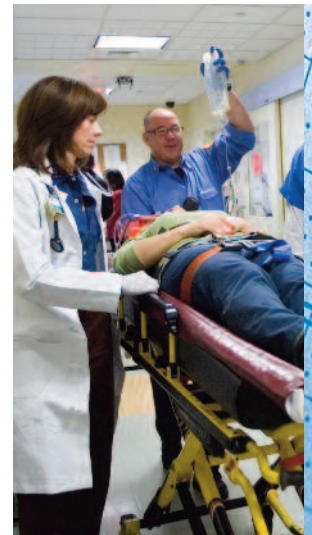
The Andrew F. Anderson Emergency Center at Rhode Island Hospital treats a full range of medical problems and traumatic injuries, offering services 7 days a week, 24 hours a day, 365 days a year. Our staff includes over 500 medical personnel. We treat more adult patients each year than any emergency department in New England and are the region's only Level 1 trauma center. Our team is dedicated to providing you with the very best service and highest quality medical care.



A visit to the emergency center can be a stressful and challenging experience. We hope the following information will help make your visit as smooth as possible.

What happens when I first arrive?

When you first arrive, you will be met by some of our most experienced nurses. You will be asked several brief questions and have your vital signs taken. This will allow us to quickly assess the degree of your medical condition and ensure that urgent treatment, tests and medications are given. This process, called “triage,” ensures that patients with the most serious medical problems are treated first.



How long will I have to wait?

If your condition needs immediate attention, you will be taken directly to a treatment area. Otherwise, you will be taken to a patient care room or you will be seen by one of our medical providers in the triage area. This provider will begin your evaluation, which may include blood tests, urinalysis and x-rays. You may be given medication to treat your pain or other symptoms.



Patient health information is assessed onsite by our expert team, including emergency radiologists.

Once the triage process is complete, you may experience a wait; however, it is important to realize that while you are waiting, our team is determining the most appropriate treatment for your condition. Waiting times vary, as we must ensure that patients with the most serious injuries and conditions are treated first. For example, if a patient arrives with chest pain, he or she is treated before a patient who arrived earlier but has a swollen ankle. Heart attacks have priority over earaches and complicated fractures are treated before small cuts. We thank you for your patience during this time. Our team is available in the waiting area to assist you and answer your questions. We will update you on your wait as often as possible.

What happens while I am being treated?

Once you are brought back from triage to a treatment room you will be seen by more members of our care team including physicians, resident physicians, physician

assistants or nurse practitioners, nurses and medical technicians. The team will further evaluate your medical needs and make recommendations for your course of treatment. Other diagnostic tests, medications, IV fluids and procedures may be ordered, or a specialist may be called to participate in your care. Rhode Island and Hasbro Children's Hospital are teaching hospitals affiliated with the Alpert Medical School of Brown University. As part of our teaching mission, a resident physician or medical student may participate in your care.

Can family be with me while I am being treated?

We encourage your loved ones to be with you throughout your stay in the Anderson Emergency Center. There may be times, however, when we may need to ask family and friends to wait outside the treatment area. If this happens, our staff, with your permission, will do



Family members are encouraged to be with you throughout your stay.

their very best to keep your guests informed. Our social workers are available for additional family needs, and our case managers assist with both inpatient and outpatient services.

What happens after I have been treated?

If the emergency physician recommends admission to the hospital, he or she will discuss this with you and may call your primary care physician to make the necessary arrangements. If you do not have a physi-

cian, or your physician is not a member of the Rhode Island Hospital medical staff, we will arrange for a Rhode Island Hospital physician to care for you.



If you are to be discharged from the Anderson Emergency Center, a physician or nurse will review your written instructions with you, including any medications prescribed, and answer any questions you may have. You will be given a referral to your own physician, or possibly to a specialist for follow-up care. Please stop at our Discharge Center to complete your emergency care.

Ask questions!

We know that an emergency center visit is a challenging and stressful time for you and your family. Please do not hesitate to ask questions and seek help from any member of our emergency care team.

We welcome your comments!

We very much appreciate the opportunity you have given us to care for you. We strive to continually improve the service and quality of care we provide. You may be asked to complete a survey after your visit. Please fill out and return the survey to help make our emergency center the best it can be.

If you have any questions or concerns after your visit, please call the Emergency Administrative Office at (401) 444-2840 Monday–Friday from 9:00 a.m. to 4:00 p.m.

