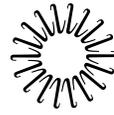




Newport Hospital
A Lifespan Partner

Emergency Department



Newport Hospital
A Lifespan Partner

Emergency Department
11 Friendship Street
Newport, Rhode Island 02840
www.newporthospital.org

Welcome to the Newport Hospital emergency department

When you have a medical emergency, you want immediate professional care. Newport Hospital's emergency department is open and staffed 24 hours a day, every day of the year, so we're here whenever you need us.



About the emergency department

We know that a visit to the emergency department can be stressful. Minutes seem like hours when you are uncomfortable and anxious. We want you to know that we use a sorting system called **triage**, not a first-come/first-served order, to treat patients in the emergency department.

This sorting process ensures 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. During triage, we will assess you to determine what level of care you need on a scale of 1 through 5.

When you arrive at the emergency department

If your condition is life-threatening, we will take you directly to a treatment area and begin your care immediately. Otherwise, a triage nurse will ask you about your symptoms and medical problems and might need to take your blood pressure, temperature and pulse to determine what care you might need.

We will then register you by taking your name, address, phone number, employer and insurance policy number for your medical record and to help us bill your insurance. You will notice that a security officer is stationed in the Newport Hospital emergency department to ensure everyone's safety.



Waiting to be treated

We make every attempt to keep your waiting time as short as possible. The Newport Hospital emergency department treats about 2,500 patients each month, and even when there are no patients visible from the waiting area there often are several in the treatment rooms. With such volume, sometimes the wait for treatment is longer than we hope. If your condition changes while you're waiting, please let the nurse know immediately. Take comfort in knowing that, when your turn arrives, you will receive our fullest attention.

If a family member or friend is waiting with you, he or she might wish to use the vending machines or watch television to help pass the time. During the day, the hospital cafeteria is open and serves hot food at the lunch and dinner hour, in addition to coffee, tea, salads and cold foods all day.



We screen all patients for domestic violence, smoking, alcohol and drug use. We will provide referrals if you would like assistance with any of these issues.

During your treatment you may have one person accompany you, and other friends or family members may remain in the waiting area. There might be times when we ask your visitor to step out of the room and wait elsewhere, because patient confidentiality and privacy are important to us. We will keep your visitors informed if you wish.

Your treatment in the emergency department

An emergency department nurse will evaluate your condition and ask you about your medical history, current medications and drug allergies. Then one of our board-certified physicians or physician assistants will assess the problem you're having, discuss it with you and recommend a course of treatment. Sometimes he or she might order diagnostic tests or a specialist consultation.

When your treatment is completed

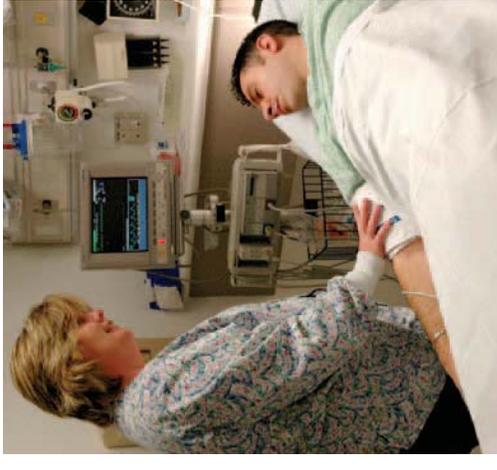
If the emergency medicine physician believes you should be admitted to the hospital, he or she will discuss this with you and make the necessary arrangements.

If the physician determines that you can be discharged, a physician or a nurse will review written instructions with you to be sure you understand any medications that have been prescribed for you and how you should care for yourself at home. He or she might refer you to your own physician or another for follow-up care. We will contact your primary care physician if you wish.

Your questions

Our goal is to be clear and understandable to you regarding your care. We hope that you never hesitate to ask us questions during your treatment, when you're preparing

to leave, or even after you have returned to your home. If you do not speak English or have a condition that limits your hearing or speech, we will provide an interpreter for you.



If you need additional assistance after leaving the emergency department, please let us know. We can help you make arrangements for home health care or rehabilitation services if you need them.

Please call us at **845-1120** if a question or problem arises after you are discharged. We welcome your questions and are here to help.



Questions about billing

Often our patients are concerned about payment arrangements for emergency department services. Most health insurance companies partially cover the cost of emergency treatment, and we will submit a claim to your insurer when we have your billing information. Many insurance companies charge a co-pay fee for services. You might receive bills at a later date for the doctor's services or any medications or diagnostic tests you receive in the emergency department. Insurance coverage differs from company to company and person to person, so please check with your insurer.

If you do not have medical insurance or have coverage for only part of your expenses, you might be eligible for financial assistance. Please ask our registration department for assistance. Newport Hospital – including the emergency department – treats everyone who requires care, regardless of their ability to pay.

