

## MISSION

Quality healthcare with dignity and compassion to those we serve

## VISION

We will be the trusted and respected healthcare provider of choice, exceeding expectations through qualified staff, advanced technology, and state-of-the-art facilities.

WELCOME TO THE  
ALICE HYDE MEDICAL CENTER

# EMERGENCY DEPARTMENT

*Advanced medicine. Compassionate care.*



*Emergencies and accidents happen to all of us and Alice Hyde Medical Center is here, 24 hours a day, 7 days a week to care for you - whether it's from an accident, illness or life threatening condition.*

## TO OUR PATIENTS

Our emergency team is trained to provide advanced medical care.

### OUR EMERGENCY CARE TEAM:

- Physicians
- Your Primary Care Physician or the Physician on call will be contacted as needed
- Physicians assistants
- Nurses
- Professionals who perform diagnostic testing
- Laboratory staff
- Respiratory care
- X-ray and EKG
- Admitting staff
- Social workers
- Patient advocates

To make sure that life-threatening emergencies are taken care of right away, we conduct a "triage" screening of each patient when they get here.

This ensures that patients receive appropriate medical treatment as quickly as possible.



## PATIENT CLASSIFICATION SYSTEM

The patient classification system we use is based on the Emergency Severity Index up-to-date national standards and it includes the following classifications:

### CLASS I: RESUSCITATION

Immediate attention is provided for those patients who have life or limb threatening conditions that require immediate attention such as resuscitation.

### CLASS II: EMERGENT

Emergency Care is Provided for patients with potentially life threatening conditions which require medical interventions as soon as possible.

### CLASS III: STABLE

Care is Provided for patients with non-acute illness or injury.

### CLASS IV: NON-URGENT CARE

Non-Urgent Care is provided for patients who have a minor injury or condition.

### CLASS V: MINOR/REFERRED

Care is provided for patients with minor injury or condition in which treatment can be delayed if necessary. Patients will be placed in a treatment room as soon as one is available.

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## THINGS YOU SHOULD KNOW ABOUT OUR EMERGENCY DEPARTMENT:

### CONSENT FORMS

A consent form must be signed prior to your treatment.

If a minor requires care, a parent or legal guardian will be asked to sign the consent form.

### INFORMATION ABOUT MEDICATIONS OR ALLERGIES

Remember to tell the nurse or physician about all the medications you are taking (including over the counter drugs or herbal medications) and any allergies you may have. It is a good idea to make a list to carry with you and update frequently.

### ADVANCED DIRECTIVES

Notify the staff if you have an Advanced Directive.

#### Examples of Advanced Directives include:

- Living Wills
- Health Care Proxys
- Out-of-hospital Do Not Resuscitate (DNR) orders

### PATIENT INFORMATION

Be prepared to provide admitting staff with your address, phone numbers, insurance information, and other necessary patient data.

This information helps us to ensure that we have a complete chart on your care.

# STRIVING FOR “5”

**Our Emergency Department team is striving for a patient satisfaction score of “5” in all areas. If you have comments or suggestions that could help us exceed your expectations please let us know. We aim to achieve a consistent score of excellence, so please take the time to fill out the satisfaction survey that you will receive in the mail after your visit. We welcome your feedback!**

**We’re here to provide you with care and treatment for all of life’s emergencies. You can count on us to help you feel better and get back on track.**

**Thank you for choosing Alice Hyde Medical Center.**

### WAIT TIME

While we are making every effort to see you right away, we appreciate your understanding if wait time may be longer than you anticipated.

#### Waiting times vary based on:

- The number of patients who require immediate attention or emergent care.
- The time it takes to conduct tests and obtain results.
- Whether or not you need to be seen by a specialist, or your primary care physician.
- Preparation time for your room if admission to the hospital is necessary.

We will make every effort to keep you informed about any delays or unusual wait times. Our primary goal is to serve you and make sure you get the care you need as quickly as possible.



### VISITORS

Visitors are allowed in the Emergency Department. We do request that visitors remain in the exam rooms or, when exams or diagnostic procedures are being done, to wait in the waiting area. This helps us to maintain patient confidentiality and gives the health professionals the room they need to provide care and treatment.

The waiting area has a television and is close to the snack bar and restrooms.

We make every effort to keep your family and friends informed about your condition.

### DISCHARGE INSTRUCTIONS

It is important that you have an understanding of your treatment plan and what is happening to you.

After you have been treated and are ready to leave, you will receive verbal and written instructions about what to do when you get home. This includes home care, medication use, and follow-up appointments that may be necessary.

Since you are responsible for your care and for scheduling follow up appointments once you leave, it is important that you ask questions to clarify any information that you do not understand.

Notepads are available in the rooms so that you can jot down some of your questions and concerns.

If you continue to experience problems, please feel free to come back to the Emergency Department.

At Alice Hyde Medical Center, we believe we are partners in your care. It is important that you ask questions if you do not understand what is happening or the instructions for at home care.