

My ER Visit:

Let's face it—no one actually wants to visit the ER, but the need arises it's a pretty important department in the hospital. From broken bones to more serious conditions, it's helpful to understand how the ER works:

When You Arrive:

When you come through the doors at Jersey Shore Hospital, you will first be acknowledged by someone at the front desk. We call them our Registration team. They will ask you what you're here for, because all the people in the waiting room are not here for the ER. Some are here for the laboratory, x-ray, surgery, or something else.

The Triage Area:

After you let the Registration team know that you are here for a visit to the ER, you will be directed to a room marked "triage" (pronounced *tree-ah-juh*). Inside this room, a nurse will assess your situation and check your vital signs. (This isn't scary, the nurse will just be checking your blood pressure!) The nurse will also again ask you why you're here today. This will help the nurse assess whether your case is considered "emergent" or "non-emergent." For all emergent cases, you will be taken back to an ER room immediately. For non-emergent cases, you will be taken to an ER room if one is available. If not, you will be asked to wait in the lobby until a room is available. Also at this time, the triage nurse may begin preliminary testing on you. This could include an x-ray, laboratory work, etc. This will help expedite your care process.

Registering You:

If you are not taken back to an ER room right away, don't be upset. The nurses and doctors are trying very hard to get you a room as soon as one is available. In the meantime though, you may be asked to meet with someone from our Registration team. They will take you to a private booth, and ask for the following information:

- Name
- Address
- Telephone Number
- Date of Birth
- Social Security Number
- Family Doctor
- Emergency Contact Person
- Insurance Information (if applicable)

If you are taken back to an ER room directly after triage, this information will be gathered while you are in the ER room.



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Primary Care Nurse:

After you are situated in the ER room, a second nurse—the primary care nurse—will visit with you. This nurse, who is specialized in emergency care, will continue your physical assessment by gathering more information, and conducting a further evaluation. It is important to make this nurse aware of all your symptoms in as much detail as possible: this is to ensure you are receiving the best possible care.

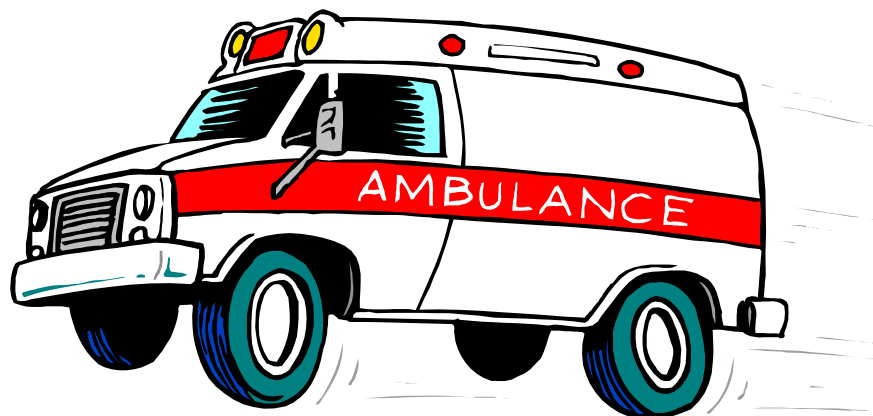
The Physician or the PA:

Once the primary care nurse has conducted his or her evaluation, a physician or physician's assistant will be in to see you. A physician assistant (or PA) is a certified individual who is there to help the ER doctor. While your visit to the ER may only warrant a visit with the PA, please be aware that all cases are fully discussed with the ER doctor. After the physician or PA visits with you, your path of care will be determined. You may need to have testing completed (a CT scan, an MRI, an ultrasound, etc.), you may need to see a specialist (such as an orthopedic surgeon), or you may just need some medication. The physician or the PA will take care of all of this for you, and make sure you are receiving the care you need.

The Results:

After the physician or PA is finished, you will likely be waiting for your results. Once you have received your results from the physician, the PA, or nurse, you will either be admitted into the hospital's inpatient unit, or you will be discharged. If you are discharged, you will receive instructions for follow-up care.

This concludes your visit to the Jersey Shore Hospital ER!



In order to best serve your needs, we ask that you fill out a Patient Satisfaction Survey. Please ask the nurse if you do not receive one of these upon discharge.