



## Please remember . . .

In the emergency department we strive to provide prompt, excellent care to all of our patients, however, at times severe emergencies may require less severe emergencies to wait. You may also have to wait for results from lab tests and x-rays.

If you do not understand something please don't be afraid to ask questions. While providing excellent care is our number one priority, we also want to make sure you understand each step of the process. The nurses and providers in the Emergency Department are highly trained and will answer your questions to the best of their ability.

Patient privacy is important at DRMC. Please do not have family members call and ask the nurses questions. They will not answer any questions over the phone or personally without the patient's consent. We understand this may be an inconvenience at times but it is necessary to safely maintain confidentiality, and is required by law.

*We do not see patients according to the time they arrive in the ED, but according to the seriousness of their injury or illness.*

## 2. Evaluation

For your evaluation you will be taken to a room and another nurse will take over your care. At this time you will once again be asked questions, some of which will be the same questions you were asked in the triage room. This is an important part of double checking our information, and gives the second nurse an opportunity to make sure no mistakes have been made. This also allows you to correct or add any information you may have forgotten in triage.

You will be evaluated by one of the Emergency Department physicians or physician assistants. The provider will ask you questions, please be patient, this is another check to make sure all of our information is correct. Please take the opportunity to add anything you may have forgotten and to ask the provider any questions you may have.

Once the provider has completed the evaluation, he/she will determine what course is necessary to address your medical condition. The nurse will then return to explain what is needed to complete the evaluation and will discuss with you an estimated amount of time until all of the studies are complete.

While waiting for the results the nurse will explain and administer any medications required and keep you updated on your care and evaluation process. If at any time you have questions regarding medications, your condition, or your care please feel free to ask your nurse.

When all of the studies are complete the provider will come back to evaluate your condition again and give you the results to your studies. He/she will then discuss with you a treatment plan and if necessary any follow-up instructions that may be required.



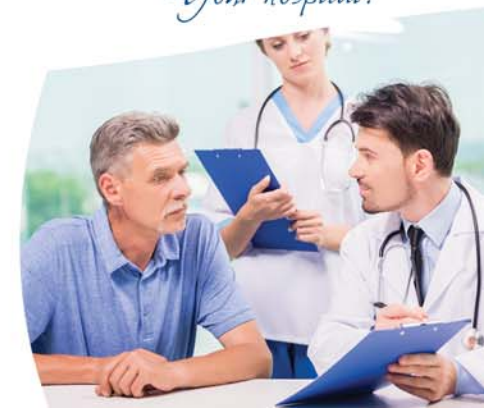
## 3. Discharge

Once it has been determined you can safely be discharged to go home the nurse will provide you with discharge instructions. These instructions will include your discharge diagnoses as well as written instructions for any follow-up that is necessary.

If you have been prescribed medication you will be given a prescription. The nurse will discuss thoroughly any questions regarding medications, as well as your condition, and any follow-up needs.

If you have any questions or do not understand something, please ask the nurse. We strive to give excellent care at Delano Regional Medical Center and want to make sure all patients understand what to do once they leave the emergency department.

Your life. Your health.  
*Your hospital.*





# EMERGENCY at

## Delano Regional Medical Center



## Welcome to DRMC's Emergency Department

### What happens first?

You will be called by a nurse who will begin an assessment of your condition. This is the triage process and is designed to determine, as quickly as possible, the level of emergency care each patient may require.

During triage you will be asked questions regarding your health history, medications you may be taking as well as a quick assessment of your condition.

You may at this time have vital signs taken and have your height and weight recorded. To assist in your medical evaluation, blood may be drawn, urine samples collected, or x-rays ordered. This is to expedite your evaluation process so we can move you through the process as safely and proficiently as possible.

### Questions or Grievances

If you have any questions regarding your care please feel free to discuss these with your nurse.

If you have a concern, or feel you cannot discuss something with your nurse please ask to speak with the charge nurse, she/he will attempt to answer any questions or resolve any issues.

If you want to speak with the director of the department you may reach her by phone at (661) 375-5802. If she is not available please leave a message, and she will return your call.



1401 Garces Highway, Delano, CA 93216  
(661) 721-5262 TDD (661) 725-5443  
[www.DRMC.com](http://www.DRMC.com)

### What to expect in the Emergency Department?



Your life.  
Your health.  
*Your hospital.*

[www.DRMC.com](http://www.DRMC.com)

