

Welcome to Major Hospital's Emergency Department

Upon arrival, you will be asked to give your name to our Volunteer or Registration Clerk at the front desk. This will begin the process for you to be seen in the Emergency Department (ED). If you prefer not to have your name called out loud in the waiting room or at anytime during your stay in the ED, please let us know when you sign in. We want to respect your privacy.

What Happens First?

After signing in, you will be called by a nurse who will begin an assessment including your vital signs. The information collected will be put in the computer as part of your permanent medical record. Another nurse, followed by the MD, will then ask more detailed questions.

As soon as an appropriate room is available, you will be taken to a treatment room. If a room is not available, you may be asked to wait in the waiting room. If you are asked to wait, please notify the Triage Nurse or Volunteer of any change in your condition or if you decide to leave the hospital.

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



Major Hospital Emergency Department

**150 W. Washington St.
Shelbyville, IN 46176
(317) 392-3211**

**Extra staffing is available
during the peak hours of
10 a.m. to midnight.**

What to Expect During Your Visit



**Major Hospital
Emergency Department**

Frequently Asked Questions & Answers

1. What does the Triage Nurse do?

Triage is a French word that means "to sort". The job of the Triage Nurse is to make sure that the patients with the most serious injuries or illnesses are seen first.



2. Who will treat me in the ED?

The ED team consists of nurses, paramedics, physician assistants, nurse practitioners and physicians who are all specially trained in emergency medicine.

Our skilled nurses are trained and certified in the following:

- TNCC: Trauma Nurse Certified
- ACLS: Advanced Cardiac Life Support Certified
- PALS: Pediatric Advance Life Support Certified

3. Will I have to wait to see a nurse or physician?

Every effort is made to provide prompt care, but you may have to wait before you are seen by a Physician or Practitioner. You may also have to wait for procedures such as x-rays & lab tests, and for results which have to be obtained and reviewed. Your patience is always appreciated.

4. Will I be allowed to have visitors during my treatment?

Yes, but the number of visitors in the ED treatment area is kept to a minimum to allow the ED team sufficient space to do their jobs quickly and effectively. This ensures patients receive the best medical care and maintains an appropriate level of privacy. Every effort is made to keep your loved ones informed of your condition as well as to allow them to be with you when possible.

5. Will I be allowed to eat or drink anything before being seen?

Please check with the Triage Nurse or Nursing Staff before eating or drinking anything prior to seeing the Physician. Also, please check prior to using the restroom in case a specimen is needed to assist in your diagnosis.

6. Will I receive care instructions before I leave the ED?

Yes, and it is very important that you understand and follow these directions. If you do not understand the instructions or have questions, please ASK! Patients are responsible for their own care after they leave the ED and are strongly encouraged to arrange follow-up appointments with their family doctor.



7. How and when do I pay for treatment in the ED?

You will receive a bill for the services provided, including any special treatment services, physician services, nursing services and medical supplies necessary during your visit. If you do not carry any insurance, you will be given a self pay packet that will assist you in the steps of setting up a payment plan.

8. How can I provide feedback about my visit?

A survey will be mailed to you shortly after your visit. Please fill it out and return it in the prepaid envelope. Quality is very important in the ED, and your constructive feedback will help us make your future visits positive ones.

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