

Catskill Regional Medical Center



A Guide to Your Care and Comfort
In Our Emergency Department

 **Catskill**
REGIONAL MEDICAL CENTER
Advancing Patient Care for Our Community



Guide to Your Care and Comfort in Our Emergency Department

Welcome to Catskill Regional Medical Center (CRMC) for Emergency Medicine. Thank you for choosing our Emergency Department Team to care for you today. Your health and well-being are very important to us.

You may be unsure about what to expect in the Emergency Department. For your comfort and convenience, we've answered our patients' most common questions.

Please take a few moments to review the following information. We hope that you and your family find this information helpful during your stay with us.

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What Happens When I Go To the Emergency Department?

When you arrive at the Emergency Department, you will be greeted by our registration staff who will ask your name, date of birth, address and why you came to the Emergency Department. After these quick questions, you will be taken to a patient care area where a nurse will conduct a preliminary exam to evaluate your condition.

Every patient is important to us, but please understand that conditions that threaten life and limb are considered immediate medical emergencies and must be treated first. These conditions may include:

- Chest pain
- Major trauma
- Extreme bleeding
- Unconsciousness
- Severe abdominal pain
- Severe shortness of breath
- Open fractures that expose the bone

You will be treated as soon as possible according to the severity of your condition.

Who Is On Your Emergency Department Health Care Team?

Our Emergency Department Health Care Team includes:

- Physicians
- Nurse Practitioners
- Physician Assistants
- Nurses
- Radiology, Laboratory, Respiratory and other Technicians
- Secretaries
- Registrars
- Guest Services Staff
- Administrators

The Physicians, Nurse Practitioners, Physician Assistants, Nurses and the rest of your Emergency Department Health Care Team all work together to provide you with excellent emergency medical care.

Just as in your own doctor's office, you may be cared for today by a Physician Assistant or Nurse Practitioner.

He/she may treat you today by:

- Conducting your physical exam
- Diagnosing and treating your illness
- Ordering and interpreting tests
- Counseling on preventive health care
- Ordering prescriptions
- Suturing, applying splints

What Happens In the Patient Care Area?

Once you are brought into the patient care area, you will receive treatment from a team of trained and experienced emergency medical professionals.

- We ask that you **limit your visitors to two**, for the comfort and privacy of other patients
- On occasion, visitors may be asked to temporarily leave your bedside to allow our Health Care Team to better care for you
- Please **designate one person as the primary contact** with whom the Health Care Team should communicate. This person can share your progress with family and friends in the reception area

Why Are Some Waits Longer than Others?

While we will do our best to care for you in a timely manner, we know that sometimes the wait may seem long. The following time estimates are provided to assist you in managing your stay with us and getting back to your daily routines. We value your time and your health.

- X-rays and lab tests can add one to two hours to your visit, for completion and interpretation
- Special procedures, like CT scans and ultrasounds, can take up to three hours for testing and results to be interpreted by your practitioner, and in some cases, another medical specialist

- In some cases, your primary care physician or a specialist will need to be contacted, and it may take 30-60 minutes or longer before he or she responds

We will make every effort to keep you informed about any delays, and will continue to work to reduce the time you spend in our Emergency Department.

How Is Your Pain Managed?

Managing your pain is a collaborative effort between you and your Health Care Team.

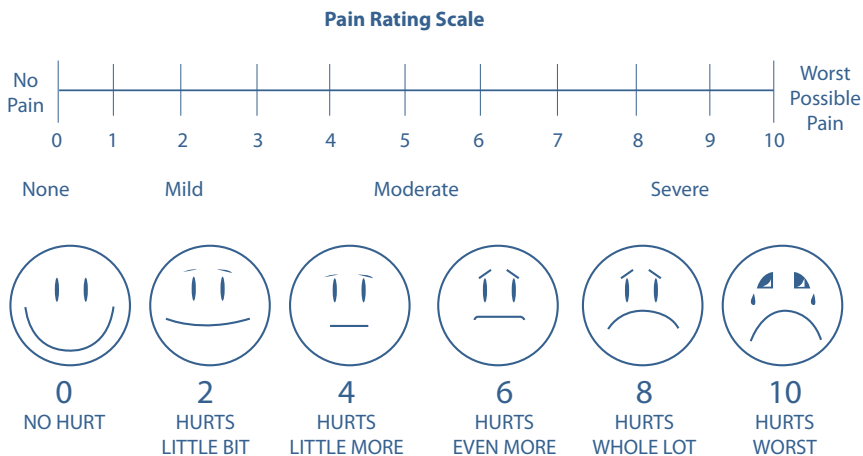
We are concerned and committed to responding quickly to your need for pain control.

- We will assess your pain level upon admission and throughout your stay, as needed
 - As a patient, you have the right to expect information about your pain level, as well as a plan to control it
-

The “Pain Scale”

We use the “10-point scale” to assist in communicating your level of pain to us.

This will help our Health Care Team determine whether your pain has been relieved, or if it has increased. If your pain persists, please notify us and we will address your concerns.



What Happens When I Am Ready To Go Home?

When you are ready to return home, you will be given written instructions, including:

- Our emergency medical opinion of your condition and any danger signs to watch out for when you get home
- Complete explanation for any medications that have been prescribed
- Information regarding any side effects with a medication
- Suggested follow-up care or physician referral
- Signs and symptoms of when to return to the Emergency Department or seek attention from your primary care physician

It is important that you follow these instructions when released from the hospital.

If you have any questions or concerns about these instructions, please ask the nurse **before** you leave the hospital. We want to make sure that you understand and are comfortable with your instructions before you go home.

If you need help or have more questions after you leave the Emergency Department, please call our Emergency Department Patient Relations staff at 845-794-3300 ext. 2185 (open Monday - Friday, 8:30 a.m. - 4 p.m.); after hours, contact the Emergency Department at 845-794-3300 ext. 2245.

What Happens If I Am Admitted?

If you are admitted to the hospital, the Emergency Department physician will speak with an inpatient physician, who will assume responsibility for your care. The Admitting Department will assign you a room in the hospital. Once your room is ready, a nurse and/or nursing assistant will accompany you to your room.

What Happens If I Am Transferred To Another Hospital?

If you are transferred to another hospital, the Emergency Department physician will contact a physician at the other hospital to assume responsibility for your care. The Emergency Department staff will arrange for an ambulance or helicopter to transport you to the other hospital. During your transport, you will be monitored by an EMT or a paramedic.

Billing Information:

At CRMC you will receive at least two bills for your emergency care:
Emergency Department bill Emergency Department physician bill

You may also receive bills for radiologist and cardiologist services if an X-ray, EKG or other service was performed.

For questions regarding the Emergency Department physician bill, please call Catskill Regional Emergency Physician Services, PLLC at 800-571-7440.

To inquire about CRMC's Financial Assistance Program, contact Patient Access at 845-794-3300 ext. 2418 or 2241. The purpose of this program is to provide a lower cost for individuals who have no other insurance.

For any other billing questions, please call Patient Financial Services at 845-794-3300 ext. 2590 or 2591.

Transportation Services:

Sullivan County Transportation 845-807-0180
Medicaid Transportation 866-573-2148

Cab: Sureway/Liberty 845-292-8805
 Sureway/Fallsburg 845-434-6550
 Sureway/Monticello 845-794-5050
 Yellow/Monticello 845-794-4040

Bus: A Shortline Bus route runs to and from CRMC. Schedules are conveniently located throughout the hospital and tickets can be purchased in the Gift Shop.

Important Telephone Numbers:

Here are some important telephone numbers you or your family may need while you are here or after you are discharged.

(If you are calling from your hospital telephone, dial the extension only.)

Case Management and Social Work: 845-794-3300 ext. 2130

Emergency Department Patient Relations: 845-794-3300 ext. 2185

Financial Counseling: Inpatient and outpatient questions: 845-794-3300 ext. 2591
 Medicaid questions: 845-794-3300 ext. 2430
 Emergency Department Physician Billing: 800-571-7440

Excellence in Patient Care

Our goal for your stay with us is to exceed your expectations. We strive to always provide the finest care and work to ensure your complete satisfaction.

Patient Satisfaction Survey

You may receive a patient satisfaction survey in the mail a few weeks after you are discharged. Please take a few minutes to complete and return it, as your opinions are very important to us.

We value excellence and the highest patient satisfaction ratings, so please keep this in mind if you were happy with your care.

Your Satisfaction Is Our Priority!

If you have any unresolved questions or concerns that prevent you from being completely satisfied and giving us the highest rating, please ask to speak with the nurse or physician in charge before you leave.

*Again, thank you for choosing Catskill Regional Medical Center.
We wish you well in your recovery.*



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