YOUR RESPONSIBILITY AS A PATIENT

- If you are waiting and start feeling worse, please let one of the staff know so they can re-evaluate your condition.
- Do not eat or drink anything until you have been seen by a physician.
- Let your physician or nurse know if you are not getting relief from your acute pain. We need to know if you are having pain, or if it has returned so we can treat you better.
- Tell one of our staff if you have concerns about any part of your visit. We can make things better only if we know there is a problem.
- Know and understand what your insurance covers for treatment. We treat your condition on an emergency basis and are unable to know if the treatment we provide is covered by your insurer.
- If there is something you do not understand, please ask for an explanation.

TOBACCO-FREE CAMPUS

For health and safety reasons, smoking is prohibited on the Medical Center campus. Smoking is a major health risk and the Medical Center offers a variety of smoking cessation opportunities, including counseling and a smoking cessation support group, to help patients quit the habit. For more information, call (800) 243-1455.

PATIENT SURVEY

About one month following your discharge, you may receive a patient satisfaction survey. Each department of the Medical Center strives to provide an excellent level of care and service, and every completed patient survey helps us measure our effectiveness. Your responses are taken very seriously and suggestions are passed on to the staff and leadership. Please take a moment to complete this survey to help us pinpoint areas in need of improvement and to recognize the employees who provide excellent care and service.

QUESTIONS, COMMENTS, CONCERNS?

We welcome your feedback as it helps us to improve the care we provide. We hope you will give us a chance to correct any problems. Please let us know if you feel you cannot give us the highest rating on the patient survey. If you do not feel comfortable speaking with the staff that cared for you, please notify the Clinical Head Nurse or Charge Nurse who is on duty, the ED Nurse Manager, or the Director of Nursing:

Clinical Head Nurse or Charge Nurse (717) 531-8333
ED Nurse Manager (717) 531-7058
Director of Nursing (717) 531-7575

If you have questions or concerns during your visit, please ask to see the Charge Nurse, or call (717) 531-8333. For questions or concerns following your visit, please call (717) 531-7058. Please leave a message and someone will return your call as promptly as possible.

Penn State Milton S. Hershey Medical Center
Department of Emergency Medicine
P.O. Box 850, Mail Code H043
Hershey, PA 17033-0850
www.PennStateHershey.org
We know that a visit to any Emergency Department can be stressful. This brochure was designed to prepare you for what to expect during your visit, and to answer questions you may have about your care team, registration, evaluation, discharge, billing, and more.

The Emergency Department of Penn State Milton S. Hershey Medical Center is committed to providing the community it serves with easy access to high-quality, emergency care in a professional, compassionate, and caring environment. Penn State Milton S. Hershey Medical Center is an accredited Level I Regional Resource Trauma Center treating more than 55,000 patients each year.

WHY ARE OTHER PATIENTS SOMETIMES SEEN BEFORE ME?
We want to care for you—and for all of our patients—as quickly as possible. Unlike a doctor’s office, the Emergency Department does not accept appointments. The need of each patient is determined by our trained staff as to who should be seen first. It sometimes appears that other patients are not as ill or injured as you or your family member, but this is not something you can usually assess. Ill or injured patients often arrive at the same time, and those who are more ill are seen first. This may cause a wait for others that arrived before those patients or at the same time.

Because we are a regional trauma center, we often receive critically ill and injured patients by Penn State Hershey Life Lion, as well as by ambulance. You are unable to see these patients as they arrive through another door. This may cause delays in how soon our team can treat you.

TREATMENT TIME
We make every effort to see you as quickly as possible; however, wait times in the Emergency Department are sometimes unavoidable. If you have a complicated health problem, you may be in the Emergency Department for many hours, as more extensive testing and consultation with specialists may be necessary. The Emergency Department does not know you and your health history. There are many services available in the Emergency Department, but the number of patients needing these services may also create a delay. To meet the needs of our patients, the Emergency Department is divided into two sections: one area for patients with less serious illnesses, and a second area for patients needing acute care. This allows us to move patients who are less ill or injured through more quickly.

TRIAGE
Upon your arrival, you will check-in at our reception desk, and will be asked to provide your name, date of birth, Social Security number, and reason for coming to the Emergency Department. You are then evaluated by a triage nurse. Patients are triaged so that those patients requiring immediate medical attention are treated first. The triage nurse will record the reason for the visit and medications being taken, gather a brief medical history, and perform a brief exam, which may include your temperature, heart rate, and blood pressure. After the triage evaluation, you will be taken to an exam room. If one is not available, and if the illness is not life-threatening, you may be asked to wait in the waiting area. We do our best to minimize your wait time.

EVALUATION
Once you are taken to a treatment area, a registered nurse and an emergency medicine provider will perform a more detailed evaluation. Because the Medical Center is an academic medical center, you may see a resident (a physician in specialty training) or a medical student. You may also be seen by a nurse practitioner or physician assistant. Fully qualified and board-certified emergency medicine physicians, who are also full-time medical school faculty, supervise all diagnoses and treatment 24 hours a day.

REGISTRATION
The registration process is usually completed at a bedside computer. The associate will ask questions about your illness, name, address, primary care provider, and insurance information. You are asked to sign a consent form to authorize treatment and the billing of your insurance company if applicable. If you are too ill, a family member may speak with the registration associate on your behalf.

The Medical Center adheres to the requirements of the HIPAA Privacy Rule. The Emergency Department can be a busy, crowded medical environment, and you may see and hear information about other patients in spite of our reasonable safeguards to protect privacy. The HIPAA Privacy Rule considers these disclosures to be incidental and not a violation.

DISCHARGE/ADMISSION TO THE HOSPITAL
If you are released from the Emergency Department, you will receive written instructions on how to treat your illness at home, including special diets, medications, and follow-up care. Please ask if you have any questions or do not understand your instructions. Before leaving, patients are asked to stop at the checkout desk to ensure all information is updated. If your visit requires admission to the hospital, another physician will be consulted to evaluate you. The admissions staff will come to your room to finalize hospital admission. You may be asked to wait until a hospital bed is prepared for your arrival. You will be cared for and kept comfortable in the Emergency Department until ready to be moved.

BILLING
All patients will receive necessary emergency care regardless of insurance status or ability to pay. Patients are asked to arrange all of their own payments upon arrival at the Emergency Department. If a patient needs a primary care physician, he or she may call a local clinic or contact his or her insurance company for a list of physicians that are contracted to provide service under the patient’s policy. You will receive at least two bills for your visit: one from the hospital for supplies, nursing, labs, and X-rays, and another from the Emergency Department physician.

Upon discharge from the Emergency Department, you are asked to pay the co-pay prior to leaving. If you do not have insurance, you are expected to pay in full or contact a financial counselor to set-up payments for your bill.

VISITORS
We want to ensure that patients receive the best medical care when they need it the most. Because the Emergency Department can become quickly overcrowded with patients, staff, and visitors, there is a limit of two visitors per patient. This is to help ensure that patients receive personalized medical care and an appropriate level of privacy, and allows our staff sufficient space to provide high-quality care that our patients deserve. We encourage family members to be with patients as long as it does not compromise care. We request that small children not visit patients in the Emergency Department for both their safety and the comfort of others. All visitors are asked to refrain from standing in the halls. If visitors need to go to another location in the Medical Center, please ask for a visitor’s pass at the front desk for access back into the Emergency Department.

WHILE YOU ARE ON CAMPUS
PHONE CALLS
For your convenience, there is no charge for local calls or calls to other extensions within the Medical Center. For calls to other rooms and departments inside the Medical Center, dial the four or six digit extension number. Local calls require “9” to be dialed first, followed by the telephone number. Long distance calls may be placed as collect calls or dialed directly using a calling card. To access a long distance operator, dial “9-0.” To access your home phone, dial the toll-free number for your calling card service. Calling cards are available from vending machines located in the waiting room.

Cellular phones may interfere with clinical patient monitoring equipment. For that reason, use of cellular phones is prohibited in patient rooms and other patient care areas. Cellular phones may be used in any first floor lobby, the cafeteria or café, and waiting rooms throughout the Medical Center. Signs will indicate if cell phone usage is not allowed.

RESTROOMS
Restrooms are located in the waiting room.

CAFETERIA AND SNACK MACHINES
The cafeteria is located adjacent to the Rotunda on the first floor of the Medical Center’s main building. Hours of operation are Monday-Friday, 6:30 a.m.-2:00 a.m., and Saturday and Sunday, 6:30 a.m.-7:00 p.m. Snack machines are located in the waiting room.

STARBUCKS COFFEE
Starbucks is located in the East Lobby of the Medical Center. It is open daily from 6:30 a.m.-8:30 p.m. If you plan to visit the cafeteria or Starbucks, please ask for a visitor’s pass at the front desk for access back into the Emergency Department.

PARKING
Free parking for patients is provided in the Emergency Department parking lot. One vehicle is permitted in the parking lot due to limited space. If admitted, patients are asked to have their car moved to the visitor lot. If a patient or family needs assistance moving the car, Penn State Hershey security officers will assist. Security can be reached at extension 8711.