

Other Concerns You May Have

Registration: Once a Medical Screening has been conducted, our Registration Team will go over any concerns you may have regarding your insurance benefits. For example: co-payments, notification of your ED visit, or admissions and billing questions. Please note we accept Medicaid, Medicare and all major insurances along with personal payment options.

When You Are Discharged

When you leave, you will receive instructions to continue your care. It is very important that you understand and follow these instructions. If you do not understand, please ask. If you have a family member or a friend with you, it is a good idea to have them listen to the instructions as well.

If medication has been prescribed, a nurse or physician will explain what it is, what it will do and when and how much of it to take. Also, possible side effects, such as nausea, will be explained and you'll be told what to do if you experience them.

You will also receive instructions on follow-up care if it is needed, such as if you should return to the Emergency Department, if you should see your regular physician or if you should visit a specialist. If you do not have a physician, you will be referred to one.

It is very important to give the registration clerk a telephone number where you can be contacted after discharge. Occasionally we may need to notify you with x-ray or lab results after you leave. We will also use this telephone number to make a follow-up call to you once you have been discharged.

Visitor Information

It is very difficult to be separated from your family member or loved one in the Emergency Department. We recognize the importance of family support in the care of our patients. So we can provide the best care possible, we ask that only two people stay with the patient. By limiting visitors, the staff can get the necessary tests performed as quickly as possible and patients will have an opportunity to rest.

During the physical exam or in the event of a critical situation within the department, visitors may be asked to step out for a time. We appreciate your cooperation so that each individual's confidentiality and privacy can be maintained.



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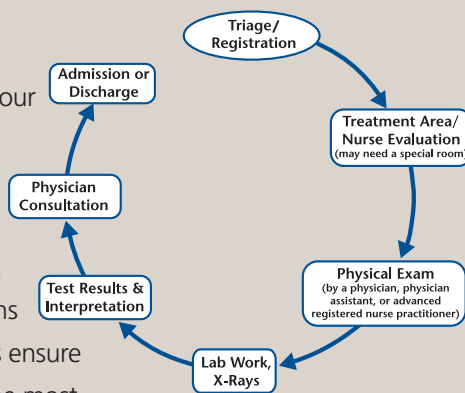
Emergency Services





Triage

Upon arrival at our ED, you will be assessed by a triage nurse. Triage, a French word that means “to sort,” helps ensure patients with the most serious needs are treated first. You will be asked questions about why you came to the ED, your current medications, allergies and past medical problems or recent surgeries. Your vital signs (temperature, blood pressure and pulse) will be taken.



From the information obtained during this process, the triage nurse will determine your “priority of care.” This means that some patients will be transported immediately to the treatment area based on the level of illness or injury, while others will be asked to wait in the lobby. It is important to note that the severity of other patients’ conditions may not always be obvious. If you feel your condition has changed while in the lobby, please let the triage nurse know.

Understanding Your Treatment

Sometimes unavoidable delays occur in the Emergency Department. Occasionally, you may observe patients who are called back to the treatment area ahead of you, even though they arrived in the ED after you. Here are some of the reasons why this might happen:

- Critical patients, whether arriving by ambulance or private car, will always be seen first.

Emergency medical situations can leave everyone involved feeling anxious, scared or worried. The Emergency Department (ED) at Navarro Regional Hospital is designed with those considerations in mind. The ED is a specialized area of the hospital designed to care for patients with acute illnesses or injuries.

Specially trained physicians, physician assistants, nurse practitioners and registered nurses are available to provide care in all areas.

- The number of ambulances arriving directly into the treatment area and the condition of these patients can affect the number of beds available in the treatment area and the time taken by the physicians and nurses to care for these patients.
- Some private physicians make arrangements to see their own patients in the Emergency Department. When this physician arrives in the ED, the patient will be taken to a treatment room when available. These patients must have an ED chart made and be assessed by the triage nurse, just as if they were here to see the ED physician.
- Certain types of illnesses/injuries require the use of a special room. It may be necessary for you to wait until this room is available (for example, an ENT – or Ear, Nose, Throat – room).

It is our goal to treat you as soon as possible. Please keep in mind our Registration Staff cannot determine when a patient can be seen.

Plan of Care

Once you have arrived in the treatment area and are seen by the ED physician, you can expect to wait for laboratory and/or X-ray results and for the ED physician to review them and to make a decision regarding any further treatment, admission or discharge. During your wait, you will be under observation by the nursing staff. While a patient is in a treatment area, for example, the Radiology Department, we ask that you remain in your loved one’s room.

If our ED physician determines that you need to be admitted to the hospital, we will contact your private physician or our on-call physician, if you do not have a physician of your own. This physician will then be responsible for your care once you are transferred out of the ED to an inpatient bed.