

When you arrive . . .

- You will be greeted by a hospital representative who will notify the Emergency Department (ED) staff of your arrival.
- You will be asked your name, date of birth, and reason for your visit. You will be asked for insurance information later.
- You will be assessed by a licensed registered nurse to determine the order in which you will be seen. This is referred to as "triage."
- You may not be seen in order of your arrival. Patients are seen in order of the assessed severity of their injury or illness.
- You will be sent directly into a treatment room if there is one available. If a room is not available, you will be asked to remain in the waiting area.

While you are being seen . . .

- Hospital staff will take into account your (the patient's) emotional needs, privacy, safety, space and level of care when allowing visitors in the exam area.
- You should have no more than two visitors at one time. This is the hospital's normal limit for visitors allowed in with the patient.
- A primary assessment of your condition will be performed.
- You may be asked the same questions several times by different people. This is to ensure staff have accurate information to provide quality care.
- Please be considerate of other patients. Visitors should remain in the exam room and avoid roaming the hallways.
- Regular updates are important. Please allow at least 30 minutes between requests for information.

When you are ready to leave . . .

Your nurse and physician will review your discharge instructions with you. It is very important that you:

- Ask questions. It is your right.
- Understand follow-up care instructions.
- Have a copy of your discharge instructions.

Insured patients will be asked for their copayments when discharged. Uninsured patients, or patients with uncertain coverage, will be asked for a cash deposit for services rendered. Insurance or payment (or lack of) will not affect the quality of care. Patients receive top-quality care, regardless of ability to pay.

Transportation: *Taxis are not available 24 hours.*
Willimantic City Bus 456-2223
Norwich Taxi LLC 456-2227
Stafford Taxi 647-0072

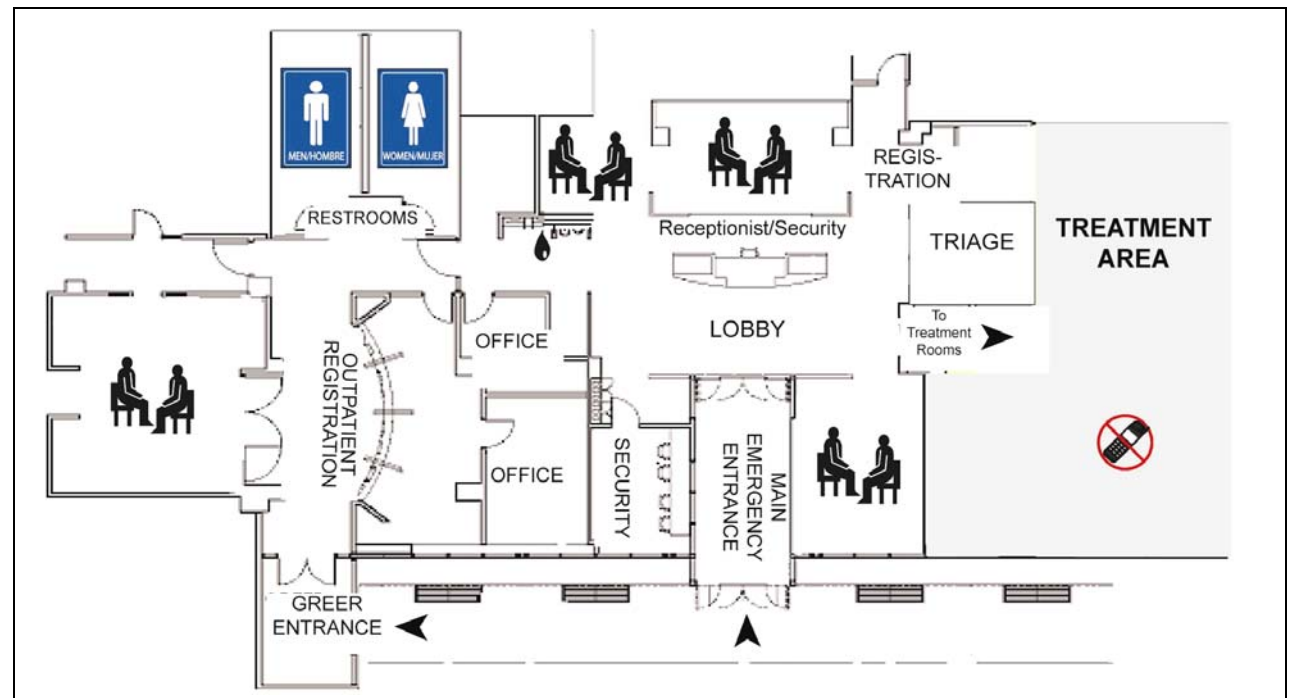
While you are waiting . . .

Patients

- Please do NOT eat or drink ANYTHING without permission from a doctor or nurse. Food and/or beverage may interfere with medical tests used to diagnose your condition.
- If your symptoms change or worsen, please notify the Security Desk immediately.

Visitors

- All visitors must check-in with the security guard at the front desk.
- Please wear your visitor's badge at all times.
- Please do NOT provide food or drink to the patient. It could jeopardize their care.
- Children under the age of 13 must be accompanied by an adult at all times.



WINDHAM HOSPITAL EMERGENCY DEPARTMENT



*We are a family
centered care facility
and welcome visitors
according to Hospital
policy.*

NOTES

THE
JEFFREY P. OSSEN
EMERGENCY
CENTER
AT WINDHAM HOSPITAL

**WHAT YOU
SHOULD
KNOW:
A GUIDE FOR
PATIENTS
AND FAMILIES**



**PLEASE TURN OFF CELL
PHONES IN AREAS
DESIGNATED
"NO CELL PHONES."**



PHONE: (860) 456-6715



WINDHAM
HOSPITAL
Excellence in Community Healthcare™