Thank you for trusting us with your care.

Your visit is probably unexpected, so you may be very anxious. Our goal is for you to feel cared for while we address your concerns.

We understand that waiting is difficult. Please know that we will do our best to meet your medical needs quickly.

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Your care team


Questions


Our purpose: *Inspire health. Serve with compassion. Be the difference.*

PrismaHealth.org


THE PATIENT AND FAMILY ADVISORY COUNCIL HAS REVIEWED AND APPROVED THIS MATERIAL TO ENSURE THAT THE PATIENT AND FAMILY PERSPECTIVE HAS BEEN INCLUDED.
Your care begins the moment you arrive and sign in with our team.

Please take note of the following events that may happen during your visit. The order of these events may differ depending on which hospital you are visiting.

Arrival and getting started
- Sign in and tell us why you are here. A member of our care team will take your name and ask you a few questions.
- A nurse will listen to your concerns, ask about your medical history and assess your current condition.
- A nurse will determine the urgency of your condition and tests may be ordered at this stage.
- We strive to provide regular updates on your next steps.
- Please let us know if your condition changes.

Why some patients are seen before others
Along with treating local patients, hospitals across 16 South Carolina counties send their most critically injured patients via ambulance or helicopter to our Prisma Health Richland Hospital Level 1 Trauma Center. We also are an accredited comprehensive stroke center. Every patient is important to us, and you will be seen as quickly as possible. Patients are guided to different areas based on their assessment. Patients may be seen out of the order that they arrive and are evaluated by a nurse to determine the appropriate treatment area. This process is the same for an ambulance or arrival through the waiting room.

Safety
Your safety is important to us. For everyone's safety, we have a zero-tolerance policy on violence. No weapons are allowed in the hospital. Acts of violence, threats and verbal abuse will not be tolerated. We will treat every patient with respect and dignity, and we appreciate the same from you.

For your protection, you can expect to see your care team performing hand hygiene before and after your care. We are a tobacco and vaping free facility.

Phone and Camera Use
Due to HIPAA regulations and patient privacy and confidentiality, we request patients and visitors do not use mobile phones or other devices for photography/video/audio recording in the hospital, particularly in waiting and treatment areas.

During your visit
Once in the treatment area, your care team may include a physician and a physician assistant. Because we are a teaching hospital, your team also may include a resident physician, supervised medical students and nursing students. Specialists also may be called in to assess.

We understand the importance of support from your family and friends. The Emergency Department (ED) is a secured area with authorized access only. One or two guests may remain with you in the treatment area. The physician and nurse may limit or deny guests at any time due to concern for patient privacy, safety or space limitations. Guests may be asked to leave the treatment area for a time so you may be further examined or begin necessary treatments.

For those accompanying you
- Vending machines for beverages and snacks are available. (If you are the patient, please refrain from eating or drinking until you have been seen by a provider.)
- A chapel/meditation room is available.
- Cafeteria and gift shop hours vary by hospital.

Testing
Your care team may decide you need one or more tests. Once you are in a treatment area, your physician or physician assistant will go over any results with you. However, we will need time to review your results first to assess your condition and determine your plan of care.

Below are minimum times for some common tests to be processed (please keep in mind this does not include the time your care team will need to review the results and times may vary depending on how busy the various departments are).
- Imaging procedures (X-ray, ultrasound and CT scan): Two hours on average depending on type and number of studies.
- Bloodwork: Two hours or up to 48 hours, depending on the test requested.
- MRI scans: Four hours, but can vary depending on the body region(s) being scanned.

Comfort measures
We will do our best to make you comfortable and ease your pain. Effective ways to control pain include ice, body positioning, anti-inflammatories and physical therapy. Use of pain medications is strictly monitored. For chronic pain, the ED does not prescribe or use controlled substances.

We provide closed-caption TV, complimentary WiFi and a blanket for your comfort in some of our treatment areas.

What to expect if you must stay
Your care team may decide you must be admitted to the hospital. If the hospital does not have an inpatient bed available, you may have a delay. During this time, your care team will work with your admitting provider to continue your care and treatment.

What to expect if you can leave
Once your treatment is finished, you will get instructions from your provider. Please be sure to follow these instructions and ask a member of your care team if you have any questions.

We want your feedback
Your feedback is important to us. Please let us know of any concerns regarding your care before you leave. You may receive a survey in the mail or by email. Please complete and return your feedback in order for us to continue to improve the experience.