

Welcome

Emergency Department

WHAT TO
EXPECT DURING
YOUR VISIT

UK HealthCare
Good Samaritan Hospital

EMERGENCY →

Hospital
Entrance

UK HealthCare
Good Samaritan Hospital



To our patients...

On behalf of our physicians, nurses and other staff of the UK Good Samaritan Emergency Department (ED), welcome to our ED. At UK Good Samaritan Hospital, we have a long tradition of caring for our patients with both expertise and compassion. We have done our best to prepare for you and all the other patients who may visit us today. While any visit to the ED involves stress, we make every effort to put our patients – and their families – at ease.

Our team has years of experience taking care of many patients at the same time, but occasionally so many patients will arrive within a short period of time that we will not be as fast as we would like in caring for everyone. Your time and convenience are important to us, and we apologize if you experience any delays.

Please tell us if you are experiencing pain, as your comfort is one of our main concerns. Because we do not have scheduled appointments, the ED can be a busy, and at times, chaotic place. If you have any

questions or if you are confused about what is happening during your visit, please do not hesitate to ask your nurse or physician for more information. We want you to be comfortable and understand our plans to evaluate and treat your problem.

We hope you are satisfied with the care we provide you with today. We are constantly working to improve our processes, and we value the feedback patients like you can give us. To help us get as much feedback as possible regarding your treatment today, you may receive a survey in the mail in the next few weeks asking about your impression of our service. If you receive such a survey, please take a few moments to complete and return it so we can continue to make improvements to benefit our patients.

If, after you leave, you would like to speak with someone regarding your visit, please contact a customer service representative at **859-226-7040**.

Arriving in our Emergency Department

Upon arrival, you will need to sign in with some basic information in order for the triage nurse to see you. The triage nurse will discuss your condition and decide what treatment is needed. It is very important that you share all medical information, including the symptoms you are having, with our triage nurse. Also, please ask the nurse before eating or drinking anything, as this may interfere with your treatment.

After talking with the triage nurse, a patient relations assistant will begin the registration process. This may happen at the front desk or bedside. During the registration process, you will be asked for information such as your name, address and phone number. This information is important to include in your medical record.

At some point during your care, we will collect your insurance information and obtain a copy of your insurance card so payment for your visit may be arranged. If you do not have insurance, please let us know and a variety of payment options can be discussed. Co-payments, deductibles or deposits on your account will be taken by one of our patient relations assistants near the end of your visit.

Please understand that some people who arrive after you may be seen before you.

- Emergency visits are not like doctor's office visits. There are no scheduled appointments. Instead, patients are seen in different areas based on the type of illness or injury they have.

Visitor information

In order to protect your privacy and safety of you and all of our patients, the number of family members and visitors for each patient must be limited. Once you are taken to a room, you may have two family members/visitors in your room at one time. Children should remain in the waiting area with a responsible adult.

Treatment areas

The Emergency Department consists of 13 beds in which we see a wide variety of patients.

We appreciate your patience with our wait time. Please rest assured that patients in each of the above areas are seen as quickly as possible. If you feel your condition changes while you are waiting, please go to the registration desk and ask for the triage nurse.

Payment and financial arrangements

Questions often arise about hospital bills and other financial arrangements. Questions about your hospital bill should be directed to Patient Accounts at **859-226-7324**. You will receive a separate bill from MESA (Marshall Emergency Services Associates) for Emergency Department physician services. You can reach a MESA financial counselor at **1-866-472-5216** (toll free).

Securing your valuables

To ensure the safety of your valuables, please give them to a family member or ask us to lock them in the safe. This will help ensure they are not misplaced or lost as you may be asked to change into a gown for exam and will need to remove all jewelry.



Advanced diagnostic testing

Lab and X-ray tests may be done while you are waiting to see a doctor. If at any time you have questions or feel your condition has changed while waiting for tests, please see your nurse.

Managing your pain

Our goal is to provide you with very good care. This includes helping patients control their pain safely. For some types of pain, such as stomach pain, nausea and vomiting, chest pain, or stroke symptoms, you may need to be seen by a doctor before being given any pain medication. The triage nurse will help make this decision when he or she speaks with you.

During your visit, your nurse will continue to ask you about your pain. We will use one of two scales to help us determine your pain level.

See the universal pain assessment scale below. This will help us understand how you feel. Our goal in treating your pain is to make you as comfortable as possible, however, your pain may not go away completely.

Considerations and conveniences

Please be considerate of others by keeping conversations appropriate and children supervised. Courtesy phones are available for your use. Please limit calls to three minutes. Please feel free to use your cell phone throughout the ED. Remember to speak quietly so that you do not disturb those around you.

Our cafeteria is located on the first floor of the hospital and is open 7 – 10 a.m. and 11 a.m. – 5 p.m., Monday through Friday. On Saturdays and Sundays the cafeteria is open for breakfast 8:30 – 10 a.m. and serves lunch and dinner 11 a.m. – 4 p.m.

UNIVERSAL PAIN ASSESSMENT TOOL

This pain assessment tool is intended to help patient care providers assess pain according to individual patient needs. Explain and use 0-10 Scale for patient self-assessment. Use the faces or behavioral observations to interpret expressed pain when patient cannot communicate his/her pain intensity.

	0	1	2	3	4	5	6	7	8	9	10
Verbal Descriptor Scale	NO PAIN	MILD PAIN		MODERATE PAIN		MODERATE PAIN		SEVERE PAIN			WORST PAIN POSSIBLE
WONG-BAKER FACIAL GRIMACE SCALE											
ACTIVITY TOLERANCE SCALE	NO PAIN	CAN BE IGNORED		INTERFERES WITH TASKS		INTERFERES WITH CONCENTRATION		INTERFERES WITH BASIC NEEDS			BEDREST REQUIRED
SPANISH	NADA DE DOLOR	UNPOQUITO DE DOLOR		UN DOLOR LEVE		DOLOR FUERTE		DOLOR DEMASIADO FUERTE			UN DOLOR INSOPORTABLE
TAGALOG	Walang Sakit	Kanting Sakit		Karamamang Sakit		Malinding Sakit		Pinaka-Malinding Sakit			Pinaka-Malalimang Sakit
CHINESE	不痛	輕微		中度		嚴重		非常嚴重			最嚴重
KOREAN	통증 없음	약간 통증		보통 통증		심한 통증		어주 심한 통증			최악의 통증
PERSIAN (FARSI)	بدون درد	درد ملایم		درد معتدل		درد شدید		درد بسیار شدید			بدترین درد ممکن
VIETNAMESE	Không Đau	Đau Nhẹ		Đau Vừa Phải		Đau Nặng		Đau Thật Nặng			Đau Đớn Tận Cùng
JAPANESE	痛みがない	少し痛い		いくらか痛い		かなり痛い		ひどく痛い			ものすごく痛い

There also is a snack shop, which offers various drinks and snack foods in vending machines, located on the first floor of the hospital.

An ATM is located on the first floor of the hospital, near the snack shop.

Where to park

Free parking is available 24 hours a day, seven days a week, for our patients and their families in the UK Good Samaritan Hospital garage adjacent to the hospital. You may enter from either S. Limestone or Maxwell Street.

Customer Service representatives

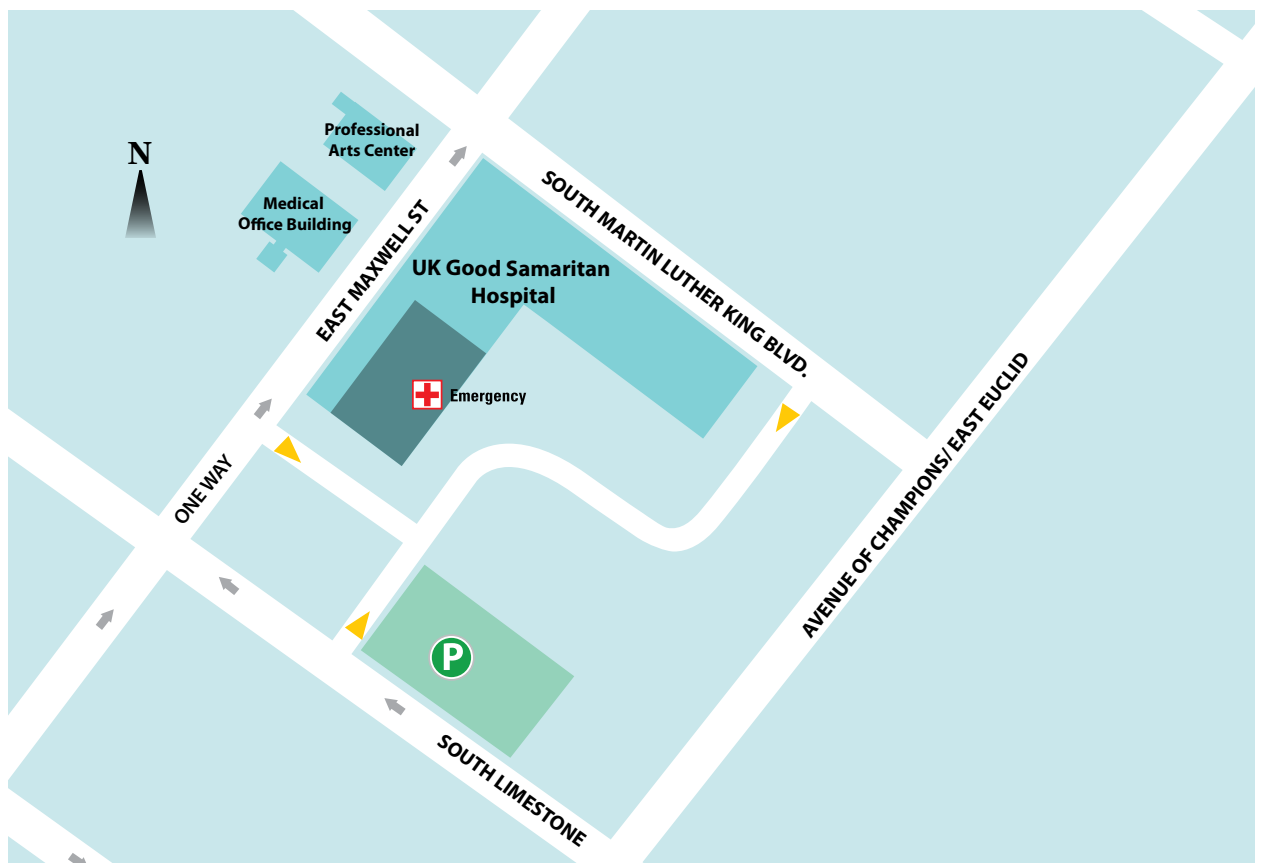
If at any time during your ED visit you would like to see a patient representative, please ask someone to page a customer service representative. Please note that our representatives are available 9:30 a.m. – 6 p.m., Monday through Friday. If you would like to contact customer service for any reason after your visit, please call **859-226-7040** and leave a message. Your call will be returned as promptly as possible.

Your discharge and follow-up care

If you are being sent home after your examination, the doctor will write discharge instructions for you. Most ED visits require some type of follow-up care. Please call the number provided at discharge on the next business day. You should inform the office that you have been referred by our ED. Any questions you may have about payment, including insurance verification, can be addressed at the time you make your appointment.

All follow-up, further testing and routine care should be done in a doctor's office or clinic. Our ED is here to provide emergency treatment.

UK Good Samaritan Campus Map



No tobacco use allowed

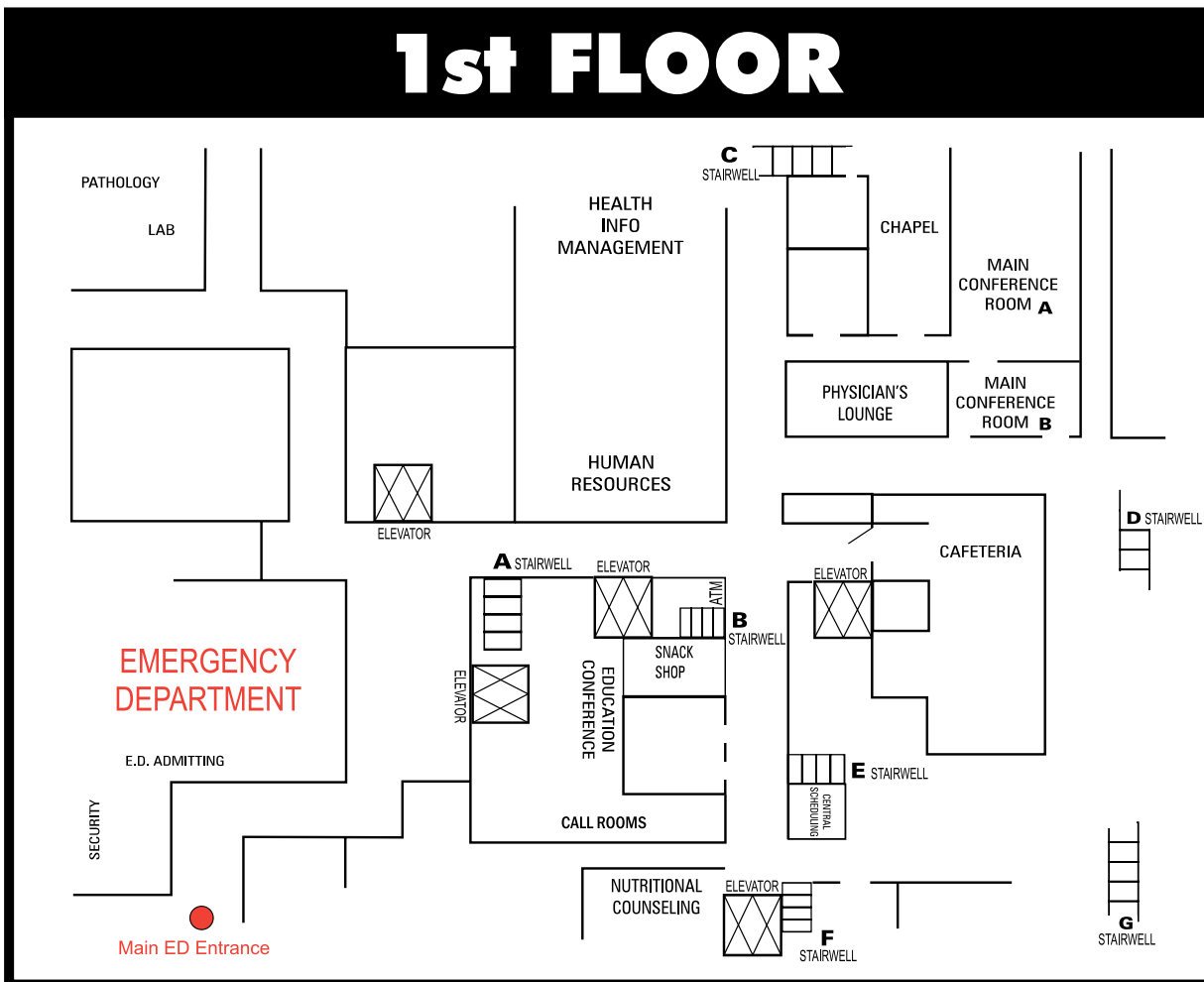


All UK HealthCare facilities, including UK Good Samaritan Hospital, are tobacco free. No smoking or tobacco use is allowed anywhere on UK HealthCare property. Nicotine gum is available for sale in the hospital's gift shop located on the ground floor.

Your satisfaction is important to us

You may receive a survey in the mail one to two weeks after your visit. We want to know what you thought of our care. Our goal is to provide every patient with the very good care they deserve and should expect from UK Good Samaritan Hospital. We value all feedback – whether good or bad. We really want to hear from you.

UK Good Samaritan Hospital 1st Floor Map



UK Good Samaritan Hospital/Patient Information

310 S. Limestone

859-226-7000

UK Chandler Hospital

800 Rose Street

859-323-5000

Kentucky Children's Hospital

800 Rose Street

859-323-5741

UK Chandler/Kentucky Children's Patient Information

859-323-5816

UK Health Connection

257-1000 or toll free **1-800-333-8874**

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For for information about our services
visit us online at

ukhealthcare.uky.edu/GoodSamaritan.

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