

Do's and Don'ts

- If how you are feeling changes or gets worse, **do** use your call bell and tell the nurse.
- **Do not** eat or drink unless the doctor or nurse says it is okay.
- **Do not** touch or allow visitors to touch any equipment in the room.
- **Do not** request to go outside to smoke. Smoking is not allowed.
- **Do not** use your cell phone while the staff are in your room caring for you.

For Your Safety

If you are attached to a heart monitor, you will not be allowed to walk to the bathroom. You will be given a bedpan, commode, or urinal for your use.

For Your Safety

We understand that waiting can be difficult, but please do not leave without being seen by the doctor.

Although leaving is your right, you may have a serious problem that needs to be treated.

Visitor Policy:

Patients are allowed 2 visitors at the bedside at all times. Because there are sick patients in the ER, no child under the age of 18 will be able to visit unless approved by the nursing staff.

Emergency Department & Prompt Care Hours:

**Emergency Room Daily
24 hours a day**

**Prompt Care Daily
11am-10pm**

Help us by bringing the following:

- I.D. such as driver's license
- Social Security # and date of birth
- Full list of medications
- Full list of allergies
- Parental consent for children under 18
- Shot records for children under 18
- Insurance cards
- Any insurance co-pays

Important Telephone Numbers

Cortland Regional Medical Center
607-756-3500

Emergency Department: 607-756-3740

Emergency Department Director: 607-756-3749

Billing Questions: 607-756-3530

Social Services: 607-756-3812

Poison Control Hotline: 1-800-252-5655

Office of the Aging: 607-753-5060



Cortland Regional Medical Center
134 Homer Avenue
Cortland, NY 13045
www.cortlandregional.org

Welcome to CRMC's Emergency Department

We want to provide you and your loved ones the best possible care.



Cortland Regional
MEDICAL CENTER

What to Expect When You Arrive



All patients will be asked their name and social security number. We use this to link to any records that we have on file. You will also receive a name bracelet



Next you will be seen by a nurse who will perform a "triage". This means you will be asked the reason for your visit as well as your medical history.



Then your blood pressure, pulse, breathing rate, and temperature will be taken.

Based upon the findings in triage, you will either be:

- Taken to an open bed in the Emergency Department
- Sent to get an x-ray
- Sent to Prompt Care
- Or placed back in the waiting room until a bed is ready



Please Note: The sickest patients are seen first.



Next you will be seen by registration who will take your address and insurance information.

Then, the doctor, nurse practitioner, or physician assistant will examine you.



Next you will be taken to an exam room. The nursing staff will be checking on you, but you will also be given a "call bell" to contact the staff.

The **RED** button will call the nurse.

The **GREEN** button will turn on the TV if your room has one.



If you are a patient in the Emergency Room, you may be asked to put on a gown. The gown goes on **with the opening in the back**. If you need help, please ask.

Next, you may have lab testing and procedures ordered.

It usually takes 1 hour for results of most tests to be released.

For Your Safety

Every member of our team will ask you for your name and date of birth **before** giving any test or medicine to you.



Your Treatment Plan

- Many people will be working together to care for you. This is your treatment team.
- As your test results become ready, the treatment team will explain them to you and answer any questions you may have.
- The team will work with you in making a plan of care based on your problems or illness.
- We will discuss if it is necessary to admit you to the hospital, transfer you to another hospital, or discharge you.
- If admitted, it will take time to allow your room and bed to be prepared. Also, the nursing staff will have to pass along important information about your care.
- If transferred, it will take time to make all the arrangements including talking to the receiving doctor and nurses.
- If you are discharged home, your nurse will review instructions on how to take care of your problem or condition.
- Depending on the treatment and medicines you receive, you may need a friend or family member to drive you home.

