

Top 10 Reasons to Choose Cortland Regional Medical Center for Emergency and Prompt Care Service

1. Expert care
2. Shorter waiting times
3. Focus on better communication with patients and families
4. Courtesy of staff
5. No appointments necessary
6. Located just minutes from most homes in CNY
7. Easy access from Route 81 and county routes
8. Free parking
9. Two great services under one roof
10. One entrance gives you access to both services



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Emergency and Prompt Care Services

Shorter Waiting Times and Expert Care



You can't predict when a health injury or illness will occur or what the severity of the ailment will be. But whenever you're faced with a health issue – whether it's a life-threatening injury or a non-emergency illness - Cortland Regional Medical Center's Emergency Room and Prompt Care services are here for you.

Emergency Services

When a patient's health condition requires urgent attention and treatment, a trip to the Emergency Room is necessary. Meeting your family's needs 24 hours a day, seven days a week, our ER features:

Shorter Waiting Times – Recent improvements such as bedside registration have cut patient waiting times in half. Most patients see a physician less than 30 minutes after arriving in the reception area.



FACT: The average time spent in emergency rooms across New York State is 4 hours per visit.* Compare that to Cortland Regional Medical Center. On average, our ER patients are treated and released in 2 hours 10 minutes.

Care by Emergency Specialists - All our ER physicians are residency-trained in emergency medicine. They pride themselves on spending whatever time is necessary with each patient, ensuring that the patient thoroughly understands his or her condition and treatment.

Comfort for Patients and Visitors - Our modern reception area offers a variety of comforts for patients and visitors such as TV, magazines, and a children's activity center. Most of our 14 patient care rooms have TV and access to telephone service.

Prompt Care

While the ER triages patients, caring for the sickest patients first, which in the past created a wait time for patients with less severe injuries or illnesses, Prompt Care makes these less acute patients a top priority. Specializing in the treatment of non-emergency illnesses and injuries, Prompt Care is our walk-in center which provides the type of healthcare you expect to receive from your family physician, but after hours or on the weekends, when most physician offices aren't open.

Open When You Need Us the Most - Hours of operation are designed to accommodate the schedules and needs of busy families. No appointments are needed: Just walk right in and be greeted in our comfortable reception area.

*USA Today "Patients Say It All," June 1, 2006



1:00 p.m. – 10:00 p.m. Monday through Friday
10:00 a.m. – 10:00 p.m. Saturday & Sunday

Efficient Treatment - For the past eight years, the staff of Prompt Care has maintained an average patient treatment time of less than one hour.

Frequently treated illnesses and injuries include:

- Sore throats
- Ear infections
- Burns
- Cuts
- Rashes
- Insect stings
- Sprains
- Simple fractures

High Quality Care – Patients are examined in one of our six private treatment rooms. They continue to give high marks to our Prompt Care physicians and nurses for their courtesy and overall quality of care provided.