

Upon arrival to the ER.

- Please ask the greeter about the current visitation policy or visit our website at **MedStarHealth.org**.
- Everyone must wear a face mask.
- If you are coughing, you may be asked to wait in a separate area.
- If you need an accommodation for a disability, let an associate know.
- A charging station is provided for your convenience in the waiting area.
- Please do not bring valuables into the ER.

Information you may need to provide during your visit.

- **Identification cards:** Your driver's license, social security number, and medical insurance card(s).
- **List of medications and dosage:** This will help us to avoid prescribing drugs that will interact with medication(s) you're already taking.
- **Primary care physician information:** It is helpful for us to be able to contact your primary care physician should questions arise.

The role of family members, caregivers, and friends.

Having someone with you can be comforting, and you may need someone to provide information or instructions on your behalf if you have a serious condition. Depending on our current visitor policy, your visitor may have to wait until you are assigned to a room.

Try MedStar Health Urgent Care or MedStar eVisit.

When you need convenient medical care for an illness or injury that is not life-threatening, or if you need a flu shot or a school sports physical, MedStar Health Urgent Care is here for you. Please save your spot in line with online check-in.

Visit [MedStarHealth.org/UrgentCare](https://www.MedStarHealth.org/UrgentCare) for more information.

MedStar Health Urgent Care locations in Southern Maryland:

MedStar Health Urgent Care at California
44980 St. Andrews Church Road
California, MD 20619

MedStar Health Urgent Care at Charlotte Hall
37767 Market Drive
Ste. 100
Charlotte Hall, MD 20622

MedStar Health Urgent Care at La Plata
500 Charles St.
La Plata, MD 20646

MedStar Health Urgent Care in Waldorf at Festival Way
3064 Waldorf Market Place
Waldorf, MD 20603

MedStar Health Urgent Care in Waldorf at Shoppers World
3350 Crain Highway
Waldorf, MD 20603

24/7 eVisit access when you need it most.

Quick care can now come straight to you—wherever you are—via MedStar eVisit. No appointment needed. Connect with a tablet, smartphone, or computer.

Visit [MedStarHealth.org/eVisit](https://www.MedStarHealth.org/eVisit) for more information.

MedStar St. Mary's Hospital
25500 Point Lookout Road
Leonardtown, MD 20650
P 301-475-8981

[MedStarHealth.org](https://www.MedStarHealth.org)



What to expect during a visit to the Emergency Department.



Safety and security

MedStar St. Mary's is committed to maintaining a safe, healing environment. All patients, visitors, and staff are expected to treat each other with dignity and respect.

We will not tolerate:

- Physical violence, verbal threats, or abuse.
- Photographing or video recording of staff, patients, or activities of care without express permission.
- Carrying of unauthorized weapons on our premises.

Anyone who does not follow the posted **MedStar Health Patient and Visitor Code of Conduct** may be asked to leave and make other plans for their non-emergent care.

Our hospital is a smoking and tobacco-free campus. Illegal drugs and alcohol are not allowed.

Be our partner in providing you the best care.

Balancing the needs of everyone in an Emergency Department, or ER, is a complex and delicate task. Use this chart as a guide through the ER. The care team and our patient advocates are available to help with any issues that may develop. Please remember, our main goal is always to save lives.

1 Arrival and evaluation

By ambulance



All patients are important to us, but priority must be given to those with the most serious conditions. We see patients by the seriousness of their condition, not according to the time of arrival or mode of arrival (ambulance or walk in). Patient age may also have an impact in some cases.

Walk in



A greeter will check you in. If the ER is busy, you may have to wait. Patients will go through triage to determine the level of care needed. Those with more critical conditions may be triaged first, otherwise patients are seen in the order they arrive. Do not eat or drink until you have spoken with the nurse.

During triage, a highly trained nurse will assess your symptoms and take your vital signs. You may be asked about your medication, allergies, medical history, and any religious, cultural, or social support needs. Inform the triage nurse if you start to feel worse.



After triage, you may be moved to our Rapid Evaluation and Treatment Area (RETA) which operates between 1 and 10 p.m. during weekdays to minimize wait times. After being seen by the doctor in RETA, you may return to the waiting room until your lab tests, X-rays, or CT scans are completed.

2

Treatments

Your treatment is determined by your condition.

Life-threatening conditions

Patients having a heart attack or who have stopped breathing will need immediate attention.

Major injuries

Providers may need to find out more about a patient's condition and may order tests to determine the right course of treatment.

Minor injuries

Providers will determine the best way to relieve symptoms.

Non-urgent conditions

Often these patients can be seen and treated in one step, with no tests or procedures required.

3

Testing



It takes time to order, complete, and review the results from tests performed.

Average time for patients to receive results from common tests in the ER:

- **Lab test:** 1.5 hours
- **X-ray:** 1.5 hours
- **CT scan:** 2 hours
- **CT scan with IV contrast:** 3 hours
- **CT scan with oral contrast:** 4 hours
- **Ultrasound:** 3 hours

4

Next steps

Further actions following stabilizing treatment in the ER.

Transfer

Some patients will need specialized care and be transported by helicopter or ambulance to another facility.

Admission or observation

Patients who require further care beyond the ER may be admitted to the hospital as an inpatient or placed in observation for additional evaluation to determine whether or not they need to be admitted to the hospital.

Discharge

Many patients will be able to leave the ER after treatment. Discharged patients will be given advice about follow-up care. This may include instruction sheets, prescriptions, and outpatient appointments.

ER facts

- 100% of attending physicians have board certifications
- 100% of ER RNs have specialized emergency training
- On average, our ER will treat approximately 35,000 to 40,000 patients a year.

Be understanding and kind

Please treat our staff with respect and remember it can take an entire team of doctors and nurses to assist a patient having a heart attack, stroke, or other life-threatening condition.

If you have any questions regarding your treatment or status in the hospital, ask your care team or request assistance from a patient advocate.

A healthcare provider will evaluate you and determine your level of severity

Level*	Description	Examples
1- Not breathing/No heartbeat	Immediate, life-threatening illness or injury	<ul style="list-style-type: none"> • Cardiac arrest • Massive bleeding
2- Emergent	High risk of decline, or signs of a time-critical problem	<ul style="list-style-type: none"> • Cardiac-related chest pain • Severe asthma
3- Urgent	Stable, with multiple types of resources needed to investigate or treat (such as lab test plus x-ray imaging)	<ul style="list-style-type: none"> • Abdominal pain • High fever with cough
4- Less urgent	Stable with only one resource anticipated (such as only x-ray, or only sutures)	<ul style="list-style-type: none"> • Simple laceration • Pain on urination
5- Non-urgent	Stable with no resources anticipated except oral or topical medications, or prescriptions	<ul style="list-style-type: none"> • Rash • Cold symptoms

* As defined by the Emergency Severity Index (ESI)