



Penn Medicine

HOSPITAL OF THE
UNIVERSITY OF PENNSYLVANIA – PAVILION

EMERGENCY DEPARTMENT

A Guide for Your Visit



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A Guide for Your Visit

IN THE WAITING AREA

To ensure the safety of patients and staff, you will walk through a metal detector when you arrive. A Registered Nurse will then greet you at the desk.

You may be asked to move in and out of the triage area, or “rapid assessment” area, multiple times and be asked to sit back in the waiting room while you wait to be seen by one of our care team members. When called back, you may have blood drawn, have an EKG, provide a urine sample or receive imaging.

Patients may not be seen in the order in which they arrive. Patients who are the sickest are seen first. Sometimes patients will be called back out of order. We have multiple care areas in the Emergency Department to best serve our patients’ care needs.

Visitors may be asked to wait in our additional waiting room to provide more space for our patients. If your patient requires your presence for a medical need, please inform the waiting room nurse.



CARE AREAS

▶ FAST TRACK

Care area for patients with injuries and illnesses who can be evaluated and treated quickly.

▶ FORWARD FLOW & MAIN EMERGENCY DEPARTMENT (ED)

Two different care areas for patients who require medical work-ups and who may or may not be admitted to the hospital.

▶ RESUSCITATION BAY

Care area for patients who require immediate, life-saving treatment.

▶ EMERGENCY DEPARTMENT OBSERVATION UNIT

Care areas for patients who require medical observation after their Emergency Department evaluation, but who do not need admission to the hospital.

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TREATMENT AREA

Please change into a gown to ensure a thorough evaluation.

You may be asked to answer similar questions more than once. This is to ensure that all members of the treatment team understand your condition completely and accurately and that no important facts are missed.

For patients who are being seen in our Forward Flow or Fast Track area, you may be asked to wait for results in our Forward Flow Lounge or Fast Track Waiting Room.

At times with high hospital volume, Emergency Department patients waiting to be evaluated and patients admitted to the hospital waiting for inpatient rooms may experience prolonged wait times. Please know your experience and quality of care are our highest priority. Please seek out a staff member if you have concerns.

Additionally, your privacy is important to us. We make every effort to maintain your privacy as much as possible.

IF YOU ARE ADMITTED

You will remain in the Emergency Department until your room is available. While you are waiting for your room, you will continue to receive medical care in the Emergency Department. Please ask family members to take home as many of your belongings as possible.

IF YOU ARE DISCHARGED

You will receive paperwork that includes:

- The provider who took care of you
- Your diagnosis
- The results of your tests (if applicable)
- Your follow-up care plan
- Prescriptions (if necessary)

Please arrange your transportation home as early as possible.

VISITOR POLICY

Per hospital guidelines, only one visitor is allowed with a patient at a time while in the Emergency Department.



Scan the QR code or visit **PennMedicine.org** for additional visitor resources.

Penn Medicine has a zero-tolerance policy for abusive behavior or language. Violence of any sort will not be tolerated in the Emergency Department or hospital.



SIGN UP FOR

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myPennMedicine gives you easy and secure digital access to the health care information you need most, whenever you need it.

With myPennMedicine, you can:

- Send and receive messages from your care team.
- Access your test results.
- Request or schedule future appointments, join an electronic waitlist to be seen sooner, and view details of upcoming and past appointments.
- Request prescription renewals.
- Access your health records and share them with other providers.

Learn more at myPennMedicine.org.



The Hospital of the University of Pennsylvania has achieved Magnet® status, the highest institutional honor awarded for nursing excellence from the American Nurses Credentialing Center (ANCC).

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