



Emergency Services

AT FLETCHER ALLEN HEALTH CARE



The
UNIVERSITY
of
VERMONT

Vermont's Academic Health Center



Fletcher Allen Health Care's Emergency Department provides a valuable service to the community and region, offering high-quality care to patients 24 hours a day, seven days a week. It is a community emergency room for local residents, and a regional resource for patients needing emergency services throughout Vermont, northern New York and parts of New Hampshire.

It is the state's only Level I Trauma Center, where patients benefit from the expertise of specialists in all the major medical fields — including surgery,

emergency medicine, cardiology, orthopaedics, neurology, radiology, pediatrics, oncology, obstetrics and gynecology, psychiatry and oral surgery.

Through Fletcher Allen's alliance with the University of Vermont, the Emergency Department serves as a teaching facility for medical and nursing students, residents and fellows. These health professionals-in-training benefit from working with a dedicated team of physicians, nurses, physician assistants and support staff in Fletcher Allen's Emergency Department.

The New Emergency Department



In July, 2005, Fletcher Allen opened its new Emergency Department, designed to meet the growing emergency health care needs of the community and region. Prior to the new facility, Fletcher Allen was seeing more than 50,000 Emergency Department patient visits a year in a facility designed for 30,000 visits.

Increased Capacity

The new facility is more than twice the size of the old facility and is designed to handle upwards of 65,000 visits a year. It has 45 beds — compared to 23 in the old facility — including 10 additional beds for trauma and major resuscitation. It also has a total of five ambulance bays, compared to two previously; a larger, better-equipped trauma/resuscitation area; a trauma elevator to take patients directly from the Emergency Department up to the operating rooms on the third floor; and an expanded decontamination area for situations involving hazardous materials.

Family-Centered Care

The Emergency Department provides a family-centered environment with a larger waiting area, a play space for children and increased privacy for patients and families in the treatment areas. All of the Emergency Department's internal entrances are secure; all employees use a pass card to enter and visitors need to be buzzed in by a security officer, enhancing privacy and security for patients and staff.

Specialized Treatment Areas

The new facility features groups of rooms dedicated to particular specialties, including orthopaedics, obstetrics and gynecology, pediatrics, otolaryngology and psychiatry. This enables staff to offer specialized care and equipment to patients needing treatment for particular illnesses.

Advanced Technology

The Emergency Department offers enhanced imaging technology, including two X-ray machines and a highly advanced Computed Tomography (CT) scanner, which uses X-rays to produce detailed images of the body. A CT scanner can detect and identify fractures in the bones as well as abnormalities within the body, providing a greater level of detail than X-rays. This equipment will enable physicians to provide a faster, more precise diagnosis for Emergency Department patients.

Improved Registration

Patients also benefit from an enhanced registration process. Patients who are treated in the main Emergency Department are admitted directly into a room, and registration is completed at bedside. The bedside registration, combined with a new electronic medical record system, helps to expedite patient care in the Emergency Department.

Comprehensive Services for Patients



In addition to its new features, Fletcher Allen's Emergency Department continues to offer patients a wide-range of services, including the following:

A Dedicated Health Care Team

Caring for patients in the Emergency Department involves collaboration among many different types of health care professionals, including physicians, physician assistants, nurses, emergency medical technicians, respiratory therapists, social workers, child life specialists, case managers and others. They are all dedicated to providing the best possible care for our patients. These staff members are joined by students and health professionals-in-training at the University of Vermont.

Fast Track

For those patients coming to the Emergency Department with minor illnesses or injuries, Fletcher Allen offers "Fast Track" — a treatment area located in the Emergency Department staffed by a physician assistant and a registered nurse or emergency services technician.

Critical Care Transport

FACT, or Fletcher Allen Coordinated Transport, is Fletcher Allen's inter-hospital critical care transport service. FACT ambulances transport adult and pediatric patients from outlying hospitals in Vermont, northern New York and New Hampshire to Fletcher Allen, operating 24 hours a day, seven days a week. FACT has a fleet of three ambulances — two based at Fletcher Allen and one based in Malone, N.Y. — each staffed with a critical care nurse and two advanced level emergency medical technicians.

Teletrauma

Through its Telemedicine program, Fletcher Allen trauma surgeons have direct video access to the emergency rooms of rural hospitals in Vermont and northern New York and are available to consult on cases 24 hours a day, seven days a week. These physicians also have video-conferencing units located in their homes, so they can respond immediately when needed.

Northern New England Poison Center

Fletcher Allen is a partner in the Northern New England Poison Center, which provides vital poison and health care information to residents of Vermont, Maine and New Hampshire. The center also conducts poison education and prevention programs. Anyone needing poison information can call the Northern New England Poison Center at 1-800-222-1222.

An Important Role in Teaching and Research



In addition to treating patients, Fletcher Allen's Emergency Department plays an important role in educating students at the University of Vermont and teaching the health professionals of tomorrow. Medical students, residents and fellows, along with nursing students, participate as part of the patient's health care team on a regular basis, assuming greater responsibility as they progress through their training.

The Emergency Department also participates in ongoing research projects in the field of Emergency Medicine. These include studies conducted jointly with other departments and independent, published research by Emergency Department physicians. Topics have included heart disease and stroke, asthma, shoulder dislocation, reducing fractures in pediatric patients, the use of specific treatments for trauma and heart attack patients, and many other areas of study.

Coming to Fletcher Allen's Emergency Department

The Emergency Department is located at Fletcher Allen's Medical Center Campus in Burlington, Vermont. To get there:

FROM THE RUTLAND AREA.

Take Route 7 North to Pearl Street in Burlington. Turn right onto Pearl Street. Stay on Pearl Street, which becomes Colchester Avenue, for approximately one-half mile. Fletcher Allen's Medical Center Campus is on your right. Follow signs to the Emergency Department.

FROM ST. ALBANS AND POINTS NORTH.

Take I-89 South to Exit 14W. *

FROM THE MONTPELIER/WHITE RIVER JUNCTION AREAS.

Take I-89 North to Exit 14W. *

FROM THE PLATTSBURGH/MASSENA/MALONE AREAS.

Take Cumberland Head/Grand Isle Ferry. Follow Route 314 to Route 2 East to I-89 South. Take Exit 14W. (Alternate: Cross Rouses Point Bridge. Take Route 2 South to I-89 South to Exit 14W.) *

*** FROM I-89 EXIT 14W.**

Follow Williston Road (Route 2) to East Avenue. Turn right onto East Avenue. Proceed to the traffic light and turn left onto Carrigan Drive, you will see the Fletcher Allen Health Care sign. At the top of the hill, turn right onto Beaumont Avenue. Continue on Beaumont Avenue to the stop sign. Bear right onto Mary Fletcher Drive and follow signs to the Emergency Department.

For more information please visit the Fletcher Allen Web site at: **www.FletcherAllen.org**

Emergency Department Contact Information

For Patients, Family Members and Visitors: (802) 847-2434

For Providers Seeking to Make a Referral:

Provider Access Service (802) 847-2700 or (800) 639-2480

To reach the Poison Center:

Northern New England Poison Center (800) 222-1222