

## OTHER SERVICES FOR PATIENTS & FAMILIES

If you need to call work, family members or day care while you are waiting to be seen, please ask an Emergency Department staff member to help you.

Fletcher Allen's Office of Patient and Family Advocacy also is available to help with patient concerns. The office can be reached at **(802) 847-3500**.

For more information, please visit the Fletcher Allen Web site at: [www.FletcherAllen.org](http://www.FletcherAllen.org)

Fletcher Allen's Emergency Department is staffed by a team of physicians, physician assistants, nurses and other employees who are specially trained to care for you 24 hours a day, seven days a week. It is our mission to deliver compassionate, quality health care to our community.

Fletcher Allen's Emergency Department is the state's only Level I Trauma Center, with access to specialists in all the major medical fields — including surgery, emergency medicine, cardiology, orthopaedics, neurology, radiology, pediatrics, oncology, obstetrics and gynecology, psychiatry and oral surgery.

We are also a teaching facility in alliance with the University of Vermont. During your visit, you may be cared for by a health care team that includes medical and nursing students, residents and fellows. These are health professionals-in-training who work closely with Emergency Department staff.



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# Emergency Department Patient Guide

INFORMATION FOR PATIENTS AND  
FAMILIES IN FLETCHER ALLEN'S  
EMERGENCY DEPARTMENT





We understand that visiting an Emergency Department is often a stressful experience. We would like to help make this experience as easy as possible by letting you know what you can expect while you are here.

### STEP 1: The Initial Assessment

When you get to the Emergency Department, the triage nurse will gather initial information from you.

The triage nurse will ask you why you came to the Emergency Department and note the reason in the medical chart along with your medical history, a list of current medications and allergies. The nurse will also take your vital signs (temperature, blood pressure, and pulse).

This initial assessment tells the triage nurse how ill or how badly injured you are and how quickly you should be seen. If you feel worse after you have been seen by the triage nurse, please tell the nurse who will re-assess your condition.

During the triage process it is determined whether you will be seen in the main Emergency Department, or in Fast Track. Fast Track is an area in the Emergency Department where people who are not as seriously ill or injured are treated by a physician assistant and a registered nurse or emergency services technician.

If your injury or illness requires you to be treated in the main Emergency Department, the triage nurse will admit you directly into a room where the registration process will be completed at the bedside by a registration representative. During registration, patients are accurately identified, demographic and billing information is obtained, and medical records are ordered.

If it is determined during triage that you will be treated in our Fast Track area, the triage nurse will direct you to a dedicated registration desk for our Fast Track patients. You do not need to have medical insurance, Medicaid, or Medicare to be treated.

### STEP 2: The Exam

A medical exam will be conducted by a physician, physician assistant or other qualified medical person. This will determine whether or not you need to be admitted to the hospital. If you are discharged home and you need more care after you leave, the department will arrange for follow-up treatment.

### WAITING TO BE SEEN

We try to see every patient as soon as possible. Patients come to the Emergency



Department with different degrees of illness and injury. Some patients are severely ill or injured and must be treated first. As a result, other patients with less severe injuries may have to wait for treatment. Patients may also have to wait if they come to the Emergency Department during an especially busy time when there is a large volume of patients. We appreciate your patience and understanding.

### STEP 3: Paying for Your Care

Every patient in the Emergency Department receives two separate bills for treatment:

- One bill is for the hospital's Emergency Department, nursing and tests such as lab and X-ray or CT scans.
- The other bill is for the physician services.
- Your bill will state "HOSPITAL" or "PHYSICIAN" right on the statement.

If you cannot pay the bill, call Fletcher Allen Customer Service and ask about the Patient Assistance Program.

Customer Service can be reached by telephone at: **800-639-2719** or **802-847-8000**, from 8 a.m. until 4:15 p.m. every business day. Patients can make an appointment to meet with a representative in person. Program staff also can be contacted by email or mail at the following addresses: [customerservice@vtmednet.org](mailto:customerservice@vtmednet.org) or at PFS Customer Service, P.O. Box 1810, Burlington, VT 05402-1810.

For information about state programs that can help provide health insurance coverage for you or your family, contact the Office of Vermont Health Access at **(802) 879-5900** or at [www.ovha.state.vt.us](http://www.ovha.state.vt.us).