

# THE WILLIS-KNIGHTON EMERGENCY DEPARTMENT.

## PROGRESSIVE EMERGENCY CARE.

A most valuable part of Willis-Knighton's recently completed 14 million dollar west expansion is a new Emergency Department. Expanded to accommodate 3000 emergency patients per month, Willis-Knighton's new Emergency Department provides 24 hour emergency care, X-Ray and laboratory facilities — and 24 hour physician coverage. Designed to provide the most efficient emergency care possible, the Emergency Department can now accommodate up to 28 patients. This new facility includes: medical treatment rooms, orthopedic cast rooms, a Cardiac Room with the newest and most modern monitoring equipment, trauma situation rooms, a room for eye, ear, nose, throat emergencies, general treatment rooms, a decontamination shower, an X-ray room, etc.

An integral function of Willis-Knighton's new emergency facility is its important role in the hospital's Critical Care Core Concept. Adjacent to the new Intensive Care and Critical Care areas as well as the hospital's Heart Catheterization Laboratory and near the surgery suite, the Emergency Department's location keeps the Emergency Team only seconds away from any specialized care or treatment.

Willis-Knighton's Emergency Team consists of *three full-time physicians* (all fully licensed Emergency Room specialists) supported by 18 nurses and 12 ancillary personnel. Poised to respond to any type trauma, Willis-Knighton's Emergency Team provides the highest quality care, at a moment's notice.

## WHAT YOU NEED TO KNOW IN AN EMERGENCY.

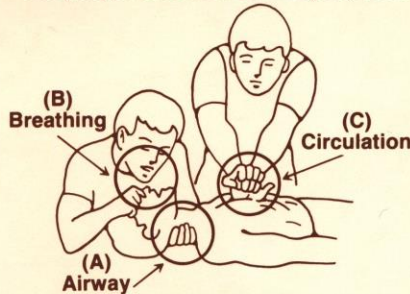
*In order for Willis-Knighton's Emergency Team to help you benefit fully—and in the shortest time possible, we ask you to be aware of emergency procedure before an emergency arises.*

**Know where to go.** Know the best route from your residence or work to the Emergency Room. When emergency care is needed there is often no time to ask for directions. It is also important for you to note that the Emergency Department is not always the place to go when you need medical assistance. A visit to your physician or clinic is often the best solution to your need. The Emergency Department is not designed to handle: routine physical exams; routine dental care; routine eye checkups; routine vaccinations; emotional and psychological counseling; minor non-emergency surgery; pap smears; or blood tests. Also please note that treatment for venereal disease is best received at the local Health Unit.

**Know whom to call.** In any emergency situation, your personal physician will be used whenever possible. If there is time, it is best for you to call your physician before coming to the hospital. It is also wise to have already familiarized yourself with local ambulance companies and their phone numbers.

**Know the ABC of Life Support:** This emergency first aid procedure is often vital to sustain life until the victim can reach professional care. It consists of recognizing stoppage of breathing and heartbeat—then performing cardiopulmonary resuscitation. This involves:

- (A) **Opening and maintaining victim's airway:** Turn victim on back and quickly remove any foreign matter from mouth. Place your hand under person's neck and lift, tilting head back as far as possible with other hand. This provides an airway.
- (B) **Giving rescue breathing:** If a person is not breathing, place your mouth tightly over his, pinch nostrils, and blow into his mouth until you see the chest rise. Remove your mouth. Give four breaths and check for neck pulse (see C below). If pulse is present, continue rescue breathing at 12 times per minute.
- (C) **Providing artificial circulation by external cardiac compression (heart massage):** Quickly feel for neck pulse. Keeping victim's head tilted with one hand, use middle and index fingers of other hand to feel for carotid pulse in neck artery, under side angle of lower jaw. If no pulse, start rescue breathing and external cardiac compressions.



Victim's back should be on firm surface. Place heel of your hand on lower breastbone (about 1½ inches up from the tip), with fingers off chest and other hand on top. Gently rock forward, exerting pressure down, to force blood out of the heart. Release pressure. Alternate (B) breathing with (C) circulation.

**TWO RESCUERS:** Give 60 chest compressions per minute—one breath after each five compressions.

**ONE RESCUER:** Perform both artificial circulation and rescue breathing, giving 80 chest compressions per minute—two full breaths after each 15 compressions.

**FOR SMALL CHILDREN AND INFANTS:** Cover nose and mouth with your mouth; blow gently, 20 times per minute. For compression, use only heel of one hand for children; only the tips of index and middle fingers for infants. Give 80 to 100 compressions per minute, with one breath after each five compressions. Use smaller breaths for children and infants.



**Know Emergency Room Policy:** Bring insurance documents with you if possible. If time does not allow, at least be sure to know your insurance company's name and your policy number. It is important to know not just the amounts and types of coverage your policy permits, but also time frames in which your claims must be made.

Minors 17 and under require the consent of a parent or guardian for treatment—a phone call or notarized statement is permissible if parental attendance is not possible.

At Willis-Knighton, life threatening emergencies (a serious heart attack, a serious wound or a serious illness) are always treated first.

Although Willis-Knighton's Emergency personnel attempt to keep waiting to a minimum, a short wait may be necessary, depending upon the number of emergency and non-emergency cases ahead. If a short wait is necessary, use this time to think of questions you may be asked and have your answers ready. *What are the problems that brought you here? How long have you had these pains or symptoms? Where is the pain? Have you felt this way before? If so, when? What medicine are you taking? How much have you had and when did you last take it? Do you have any drug allergies?*

Think also about questions you would like the doctor to answer for you.

To make emergencies as easy as we can for everyone involved, Willis-Knighton's Emergency Department design includes two private family rooms and a waiting room for additional visitors which accommodates up to 30 people. In the event a wait is necessary, Willis-Knighton makes one as comfortable as possible.

### UPON DEPARTURE:

When you are ready to leave you should know the attending physician's diagnosis; the medication or treatment prescribed; how, when, and where to take medication; precautions to be observed, if any; and what to do if problems continue or if new problems arise.

In the forefront of progressive emergency care, Willis-Knighton's Emergency Team responds immediately and confidently to all patient needs, not only through quality facilities, but also with the quality care and reassurance needed in a crisis—no matter how major, no matter how mild.

**In an emergency, every second counts.  
At Willis-Knighton, so does every patient.**