

# Emergency Room: WHAT TO EXPECT



No two ER visits are the same, but there are some constants you can expect here at the Bassett ACH Emergency Room.

## TRIAGE

Patients can expect to be triaged by a nurse within 10 minutes of checking in at the front desk. Vitals will be taken along with an assessment of the condition.

## CATEGORIZED

Based on the severity of their condition, patients are placed in a cue according to [National Emergency Room Standards](#). While a condition may be easy to diagnose/treat, patients are seen by acuity, not the ease of care.

## ROOM

Once a room becomes available, patients are taken to a treatment room. Vitals will be checked once an hour by a medic. Those waiting longer than an hour, or whose condition worsens, can hit their call button to request assistance from a staff member.

## DOCTOR

On a typical day, the ER is staffed with only one provider. This provider will assess, order tests, diagnose and provide a treatment plan.

## TEST TIMES

Common laboratory tests and radiology exams take a minimum of one hour to process. This wait time will take place in the treatment room. A CT scan with contrast is a minimum of a three hour wait.

## AFTER HOURS

After-hour ultrasounds and MRIs are conducted at Fairbanks Memorial Hospital (FMH.) The patient is transferred to FMH via ambulance. Wait times are based on FMH availability.

## APPOINTMENTS

During the regular duty day, ER staff will attempt to make a same day appointment for patients who come to the ER for lower acuity concerns. This process helps alleviate wait time for patients.

## AVERAGES

- The ER sees approximately 40 patients a day.
- The average length of stay, from check-in to discharge is 2 hours and 27 minutes.
- The busiest hours in the ER are typically between 3 and 8 p.m. each day.
- At any given time you can expect three medics, three nurses and one doctor on duty. A physician's assistant is also on duty during the regular business day, Monday through Friday.

## NEED HELP?

Each medical staff member has a tag on their badge indicating their role as doctor, nurse or medic. Please do not hesitate to hit your call button to ask a question or request assistance.