

WELCOME

Our board-certified emergency physicians, licensed physician assistants, nurse practitioners, registered nurses, patient care technicians, social workers, laboratory staff and imaging professionals are experienced and skilled in evaluating and treating patients with emergency medical conditions. We have provided our staff with advanced technology and equipment to provide you with the very best care.

At Memorial, providing safe, high quality patient care is our top priority. Our Emergency/ Trauma Department is open 24 hours a day, 365 days a year to provide you with emergency medical care.

Our team of health care professionals is dedicated to meeting your health care needs. If you have questions or concerns at any time during your visit, we encourage you to let us know.

Please use this guide to learn about our emergency services and what you can expect during your visit.

ED Nurse Manager
Peggy Raymer, R.N.
209-526-4500, ext. 6019
Medical Director

Alfredo Montelongo, M.D.
209-526-4500, ext. 6019

Admitting Manager
Diane Luis
209-572-7177

TRIAGE

The first step in your visit will be to contact the triage nurse, who will ask for:

- The reason for your visit
- Your medical history
- A list of your medications and allergies

This information is obtained from each patient to determine the order in which patients are evaluated and treated. Patients are escorted to the patient care area based on the level of urgency (most severe first) and arrival time.

REGISTRATION

Our goal is to register you at the bedside. Registration will not delay your evaluation and treatment.

TREATMENT

Once you are escorted to the patient care area, the time for treatment will vary depending on your specific symptoms. The physician or physician's assistant will see you as quickly as possible, based on the urgency of your condition and arrival time. Follow-up tests will be ordered as appropriate. The time needed to complete these tests varies.

LENGTH OF STAY

The average length of stay is three hours. If lab or X-ray procedures are needed, the length of stay may be four to five hours, depending on the extent of the tests ordered.

CELL PHONES

Because cell phones can be very disruptive, we ask that you please turn off your cell phone for the duration of your emergency department visit. If you need to contact your family, we will provide you with a telephone.

VISITORS

Only one visitor is allowed at each patient's bedside. Each visitor will be provided with a visitor's pass, which must be exchanged with other visitors in the lobby. Because limited seating is available in the lobby, please consider having some family members wait in the main hospital lobby or cafeteria.

WHITE BOARD

A white board will be located in your patient area to remind you of the names of your care team, your plan of care, your pain level and what you are waiting for.

FOOD

Patients are asked not to eat or drink without clearing with the nurse. For visitors, the Valley Grill is located on the first floor of the hospital. Service hours are:

Continental Breakfast	6:00 a.m. to 7:00 a.m.
Breakfast (hot food)	7:00 a.m. to 10:00 a.m.
Lunch (hot food)	10:30 a.m. to 3:00 p.m.
Dinner (hot food)	4:30 p.m. to 7:30 p.m.
Full Salad Bar	10:30 a.m. to 7:30 p.m.
Closed	7:30 p.m. to 10:30 p.m.
Late Night/Full Salad Bar	10:30 p.m. to 4:00 a.m.
Closed	4:00 a.m. to 6:00 a.m.

Cafe Mocha	6:00 a.m. to 10:00 p.m. Monday-Friday
	6:00 a.m. to 9:00 p.m. weekends

ATM and vending machines are located on the first floor near the Valley Grill and are available 24 hours per day. The Cafe Mocha espresso bar is located adjacent to the main lobby.

GIFT SHOP

For the convenience of visitors, Memorial's gift shop, the GifTree, is located in the North Tower hallway near the Valley Grill. It features an array of unique and specialty gift items, flower arrangements, plants, sundry items, as well as reading materials and snacks. The GifTree is open:

Monday and Friday	9:00 a.m. to 6:00 p.m.
Tuesday through Thursday	9:00 a.m. to 8:00 p.m.

Saturday	12:00 p.m. to 5:00 p.m.
Sunday	12:00 p.m. to 4:00 p.m.

CHAPEL

Our chapel, located on the first floor near the South Tower elevators, is open 24 hours a day for patients, families and staff.

GUEST RELATIONS

We are proud to provide you with the very best care in a caring and comfortable environment, and we welcome your comments. As a service to our patients, you may contact the Patient Relations Coordinator at 209-525-3111 if you have a concern or suggestion.

THANK YOU

for choosing us to care for you.

We hope that we meet your expectations and strive to provide you with the very best care.

After your visit, you may receive a patient satisfaction survey in the mail. What you say on the survey is important to us so that we may give you our very best care. Please let us know what we do right and what we need to work on.