

# Vanderbilt Emergency Department (ED)

## *What to expect during your visit*

### What happens after I check in?

You'll wait in the waiting room until we call your name. You must wear a face mask at all times.

Once we call your name, we'll check your heart rate, blood pressure, and temperature. You'll be taken to a treatment space. If we don't have a space for you, you may need to go back to the waiting room.

If you wish to eat or drink while you wait, ask the provider who took your vital signs. It may affect your treatment.

If your condition changes or you need to take medicines while you wait, let us know.

### How long will I have to wait?

Your wait time depends on your illness or injury, not on your arrival time. This means you may see some people who haven't been waiting as long get treated before you. And many seriously ill or injured patients arrive by ambulance or helicopter through a different entrance. So you may not be able to tell how busy our emergency providers are.

But your health is important to us. While you wait, we'll watch you and get you into a treatment area as soon as we can.



### What happens after you take me to a treatment area?

We may give you medicines or run tests. To see patients as fast as possible, we may begin your treatment in:

- an exam room
- a hallway
- or other areas in the emergency department.

This depends on your condition and what space we have to see patients.

### What happens while I'm in the ED?

After a provider sees you, we may need to move you to different areas to get any tests you need. Once that's done, you'll go to a special waiting room in the treatment area until we get your test results. Visitors are not allowed in this area.

This may take a while if the ED is busy. But we'll check on you every hour and ask if you need help. We'll keep you updated on your:

- condition
- test results
- and treatment plan.

Your stay may be a few hours. Or it could be longer depending on your condition and what tests you need.

## What happens when I leave the ED?

Your provider will talk to you about whether you can go home or will be admitted to the hospital.

### Home

If we send you home, we'll:

- answer any questions you have about your care
- tell you how to do your home care
- talk about any medicines we give you
- tell you if you need to see your primary care provider or a specialist.

Before you leave, you'll need to stop at the discharge desk and check out.

### Hospital

If we decide you need to stay in the hospital, we'll talk to you about your treatment. As soon as a hospital bed is ready, we'll take you to your room. It may be a few hours before a bed is ready. And you may need to be in a shared room if we have a lot of patients. If a bed isn't available right away, we'll take care of you in the emergency department while you wait.

## What happens after my visit?

- Follow all your discharge instructions closely.
- If you need your medical records, call (615) 322-2062.
- Sign up for a My Health at Vanderbilt (MyHealthAtVanderbilt.com) account to get information about your visit.
- If you need help with follow-up visits or your medicines, call (615) 322-7947.

## What else should I know?

### Visitors

You may have only 1 or 2 adults with you in a treatment area. No children under 12 are allowed in the emergency department.

Visits may be paused if it's too crowded. And some areas may not allow any visitors, due to space limits.

### Internet

We offer free wi-fi.

- Choose the network: VUMCGuest
- Enter the password: vumcguest

### Cell phones

If you use your phone, think of those around you. Speak quietly and set your phone to vibrate.

### Food

The food court is on the 2nd floor of Vanderbilt University Hospital. Ask your provider if it's OK for you to eat while you wait.

### Personal items

You're responsible for your personal items. If you have small valuables you'd like to lock up during your visit, let us know. Send large items home with a family member or friend.

### Photos

You may not take photos, video, or record audio of other patients or staff.

### Future care needs

We have many walk-in clinics for adults and children in middle Tennessee. To find one near you, go to MyHealthWalkin.com.