



## EXPRESS CARE

Express Care is the non-acute section of the Emergency Department, located down the main hall and to the left of the Emergency Department waiting area. This is the area that takes care of life's little emergencies. These emergencies can be treated quickly and efficiently in this four-unit patient care area.

In this part of the Emergency Department, you might have blood drawn for laboratory studies, x-rays ordered, stitches placed, bandages and splints applied.

The medical provider can write prescriptions and arrange for follow up care with your regular doctor or a specialist.

In Express Care there is also a nurse and a multi-purpose technician, the person that might draw your blood or take your x-ray, waiting to help care for you.

Often a visit to Express Care is less complicated and may take less time than a visit to the acute care section of the Emergency Department.

## THE EMERGENCY DEPT

The acute care section of the Emergency Department is behind the double doors, directly off of the waiting area. The Emergency Department has sixteen different patient care areas. You will be seen by a physician or physicians assistant and may experience some or all of the following:

- Ongoing care by a nurse assigned to your care area and assigned to care for you
- You may have blood drawn for laboratory tests. These tests may take as long as one hour or more to be completed.
- You may have x-rays.  
X-rays take only a short time to be taken, but the Emergency Department physician as well as the Radiology physician must examine the x-rays and make a determination before you will know the results.
- An EKG (heart tracing)
- Depending on test results, you may need:
  - Medications

- IV fluids
- A visit from a specialist
- Bandages
- Stitches
- Splints or casts
- Surgery
- Admission to the hospital

All of these things take different amounts of time. The nurse that is caring for you can give you an idea of the length of time you can expect to wait. We encourage you to ask your nurse about medications, procedures and times. We hope that this will help you understand what to expect while visiting the Emergency Department.

Thank you,

The Emergency Department  
Staff at Central Vermont  
Medical Center.

Your visit to the  
Emergency  
Department  
Or  
Express Care at



Central Vermont  
Medical Center

You are in the Emergency Department because you or someone that you love is sick or injured. This brochure should help explain some of what is going to occur during your stay.

**Welcome to the  
Emergency Department  
and Express Care at  
CVMC**

While you are in this area of the hospital you may experience some things that are unfamiliar to you. We would like to explain some of these things you may experience.

We hope that this will briefly explain the process that occurs while you are visiting the Emergency Department and Express Care.

**TRIAGE**

Whether you bring yourself, a family member brings you, or you are brought to the hospital by ambulance, you will speak with a nurse about why you are here. The first nurse that you will speak with is called the triage nurse.

He/she is the nurse that records why you are here, medications you take and important information about your past medical history. This nurse will also want to take your temperature, heart rate and blood pressure.

**REGISTRATION**

- Your next step in the process is registration. You or if you are too ill, a family member will speak with one of the registration clerks.
- The clerk will want to know what illness or injury brings you to the hospital today, your name, address and who your regular doctor is. The clerk will also review your insurance information.
- The registration clerk will also ask you or your family member to sign a consent form. This gives us permission to treat you in the Emergency Department or Express Care and to bill your insurance carrier.