

Visitor Policy

Visitors play an important role in your comfort during your visit to the Emergency Department (ED). Following a few guidelines ensures that the department runs safely and efficiently.

- Two visitors may accompany you to an ER patient room. At certain times, visitors may be asked to return to the waiting area. As soon as appropriate, visitors are allowed to return to the bedside.
- Visitors are asked to stay clear of hallways and doorways.
- Visitors should comply with all ER staff requests and respect the privacy of other patients.
- Parents must remain with children under 14 years of age. During some procedures, however, parents may be asked to return to the waiting area. Parents are allowed to return as soon as possible.

Take Care

Thank you for taking the time to read this information about our emergency services. You are welcome to share this brochure with your family and friends, or to keep it for your own reference. At any time, if you'd like more information about the emergency services we provide, please don't hesitate to call us.

Alternative treatment for minor illnesses and injuries are also provided at:

Family Medical Center

2301 South Gregg Street – Big Spring

Call 432-267-5531 for an appointment.

Monday – Friday, 8 a.m. to 5 p.m.



SCENIC MOUNTAIN
MEDICAL CENTER

**1601 West 11th Place
Big Spring, TX 79720
432-263-1211
www.smmccares.com**

EMERGENCY SERVICES

*What to expect during your
Emergency Department visit*



SCENIC MOUNTAIN
MEDICAL CENTER



We're Here for You

Our team of medical professionals provides you with quality care delivered in a friendly and compassionate manner. Take comfort in knowing that the ER staff at Scenic Mountain Medical Center is trained in emergency medicine, critical care and advanced life support, and are supported by skilled surgical and specialty services.

You're in Good Hands

Scenic Mountain Medical Center (SMMC) is accredited by The Joint Commission, the nation's most recognized healthcare accrediting body. SMMC's Emergency Department is designated as a **Level IV Trauma Center** by the Texas Department of State Health Services.

We appreciate the confidence you have placed in us to provide emergency medical care to you and your loved ones. This brochure covers some issues that can help you understand our process for delivering emergency medical care.

What to Expect

Triage – Upon arrival, a registered nurse will assess your condition. Based on your chief complaint and symptoms, an appropriate priority level will be assigned.

Registration – Vital information must be gathered and treatment consent forms must be signed. Registration can be done at bedside, if necessary.

Medical Screening Exam – An ER medical professional performs a medical screening exam to determine whether your condition is **urgent** or **non-urgent**. If **urgent**, the appropriate tests, procedures and treatment will be initiated. If **non-urgent**, a registration counselor will discuss alternative care and payment options. Case managers are also available to assist with healthcare planning needs. Non-urgent patients may choose to proceed with treatment or to seek alternative care.

Disposition – During treatment, a physician will discuss test results with you. If hospital care is recommended, you will be admitted and your medical care will be turned over to your primary care physician or to SMMC's hospitalist group. If appropriate treatment services are not available at our hospital, arrangements for transfer will be made with a suitable facility. If you are well enough to return home, after-care instructions will be given.

Please review your instructions carefully and feel free to ask questions.

Waiting Time

SMMC's goal is for you to receive the appropriate care in the shortest time possible. The ER process, detailed under *What to Expect*, helps staff prioritize care for all patients. Critically ill and injured patients come to SMMC by ambulance and these high-priority level patients may take precedence over patients assigned lower priority levels. All things being equal, however, patients are usually seen in order of arrival.

We understand it is difficult to wait when you are not feeling well. **If at any time your condition changes or your wait time seems excessive, please speak with a registration counselor.**

Be assured that every effort is made to expedite care and to minimize wait times. SMMC also uses a computerized system to track and optimize emergency medical care.

After You Leave

If you have questions or concerns, don't hesitate to call us at 432-263-1211. It is important to understand how to care for your injury or illness after leaving the Emergency Department.

You may be contacted after your visit to participate in a satisfaction survey. Your input is welcomed. Satisfaction surveys help us to meet patient needs, correct problems that might arise and recognize exceptional care provided by our staff.