

Life after the ER

Following your physician's orders keeps you healthy

When you're not feeling well and you're surrounded by the hustle and bustle of an emergency room (ER), it's easy to be confused by what a physician is telling you. All you can think about is going home. That's why many people are unclear about how to handle their care when they leave the hospital.

Case in point: A small University of Michigan study found that more than 75 percent of patients didn't understand their discharge instructions or what ER physicians had just told them—although 80 percent thought they did. Some of the patients weren't even sure of their diagnosis.

Unfortunately, these misunderstandings may increase the likelihood of complications once you leave the ER. In reality, the care you receive at the hospital is just one important part of the puzzle. Knowing what to do next—and following those discharge instructions closely—is critical to getting better. Here's what you need to do for the best health care results:

➔ **SPEAK UP.** Don't be afraid to ask questions if you're unsure of your condition, what treatments you were given, your test results or something in the discharge instructions—for example, whether a medication that's been prescribed may interact with one you're already taking. It's best to ask the ER physician caring for you,

rather than having to contact the ER later, when the physician you saw may no longer be on duty.

➔ **FOLLOW ALL MEDICATION DOSAGES.** Thoroughly read your discharge instructions. They should spell out what medications have been prescribed, what they treat and how often—and when—to take them.

➔ **FOLLOW UP WITH YOUR FAMILY PHYSICIAN OR A SPECIALIST.** You'll especially need to do this if you've received stitches or a cast. Your discharge instructions will tell you when to go. Double-check with your physician to make sure information about your ER visit, including test results, has been sent to his or her office before your appointment.

➔ **KNOW WHEN YOU SHOULD RETURN TO THE ER.** If your condition worsens or you're noticing new symptoms, such as vomiting or shortness of breath, you should head back to the ER. If your condition isn't life-threatening and it's during your physician's regular business hours, you may wish to consult him or her first.

How did we do?

When you check in to the ER, admitting personnel will ask you if it's OK to follow up with you once you're back home. If you agree to it, we'll try to call you within 24 hours of your discharge, asking you six questions about your visit. At that time, if you don't understand your discharge instructions or have any questions about your treatment, a nurse will call you back. This process, called Discharge Callback Administrator, or DCA, helps us improve the way we care for our patients and ensure that you're on the road to recovery.

