

Be an Empowerment Patient in the Emergency Room

It is always appropriate to ask staff for their name, title, and experience

Know why every medication or test is being ordered

- Ask what information it may provide
- Ask how this information may affect the treatment plan
- Inquire who is responsible of interpreting your test results to you

Use a notebook

- Ask your family or friend to track with your healthcare providers vital signs, medications, and tests

When discharged from Emergency Room

- Make sure you receive written discharge instructions to follow once you get home. By following them, you will reduce your chances of going back to the emergency room
- Know when and where to receive follow up care
- Ask what to do if complications occur
- Ask for copies of any test results needed

Ask a family member or friend to go with you

- If you go to the emergency alone, ask your healthcare provider to call someone
- Having someone by your side to advocate on your behalf can reduce your stress and help you



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Provide sufficient information about your medical condition and chronic diseases

- Tell your doctor about previous hospital visits and surgeries - if any
- And the medications you are on and allergies you have
- If possible, prepare that information ahead of time

Describe your symptoms, including

- How long they have been present
- What makes the symptoms better or worse
- Let them know if you had these symptoms before
- If in pain, let them know if you have taken any type of medication for the discomfort

Ask questions continually

- More questions you ask, the more engaged you will be with the staff, and the more information you will get about your care
- When the next step in your care is taken, make sure to ask what will happen next

Ask everyone to wash and sanitize their hands before they touch you

- Preventing infection is vital even during an emergency
 - Do your surroundings look clean? If not, ask that the surfaces be wiped with disinfectant
 - Do not be shy about asking staff to wash their hands as they enter the room and before they touch you
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