

Our goal is to give you very good emergency or urgent care. We may need to refer you to your primary care provider or a specialist following your Emergency Department visit. During your visit you can expect to:

- Be evaluated and treated by a board-certified physician
- Be cared for by a specially trained Emergency Department registered nurse
- Have your X-ray and lab test readings discussed with you
- Have any and all treatments explained to you
- Have your condition explained to you
- Know what to do when you leave to help your condition at home
- Know when and why to call back if further problems develop



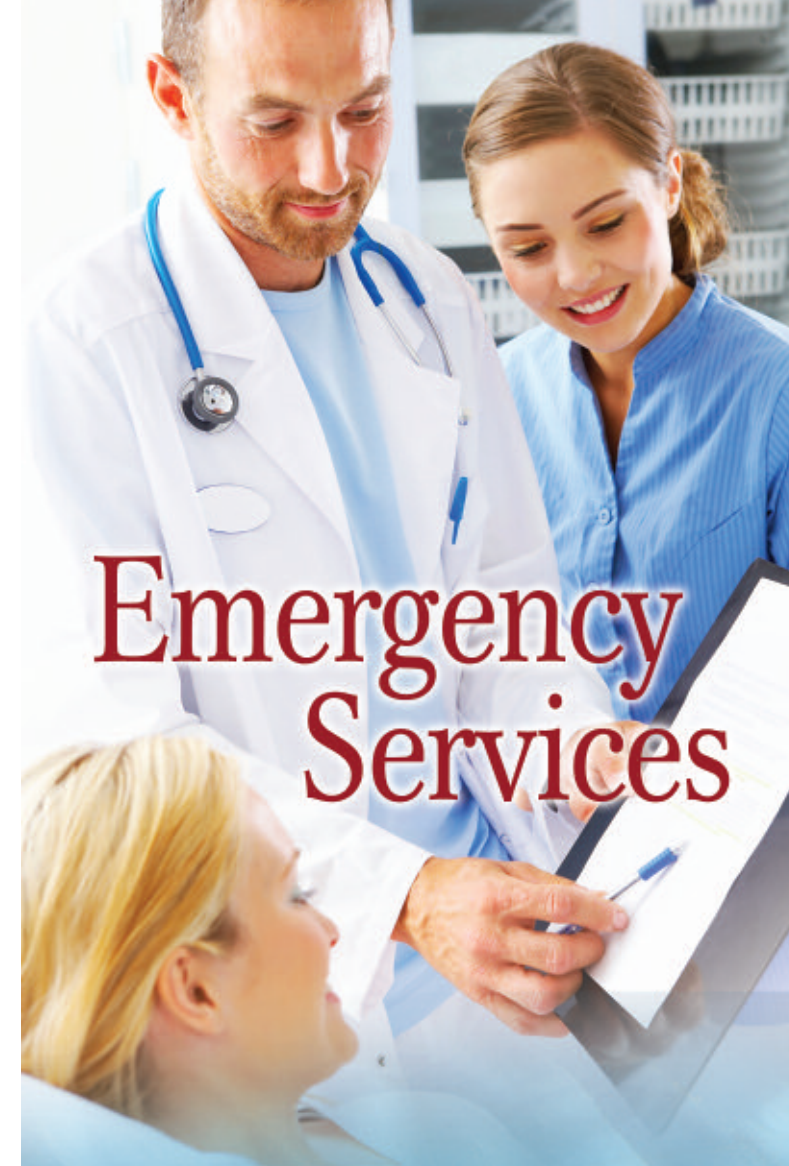
Specialized care. Personal touch.

1111 Duff Avenue, Ames, Iowa 515-239-2011
Visit us online at www.mgmc.org

All facilities and grounds of Mary Greeley Medical Center are tobacco free.

GL-08/08

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Emergency Services

*What to Expect
During Your Visit*



Specialized care. Personal touch.



We understand that your visit to the Emergency Department is unplanned. Our goal is to provide very good care in a timely and compassionate manner. If at any point during your visit you have questions, please ask any of the Emergency Department employees or volunteers.

Registration

We do not base our emergency medical care on your ability to pay. To care for you effectively, we need to gather some information to start your chart. We can do this at the registration area or at the bedside.

Timeliness

A typical Emergency Department visit takes between two and three hours.

You will be seen according to the seriousness of your condition, determined by our triage nurse. Your waiting time will vary depending on the number of people being helped by the Emergency Department staff and the seriousness of injuries and illnesses of those people. If you need to be admitted to the medical center, you can expect a four- to five-hour stay before reaching your inpatient bed.

While you are waiting, we are committed to keeping you as comfortable and informed as possible.

Process

Our emergency physicians work to rule out the most serious illness or injuries first. This means we may order a number of tests for you. The test results take anywhere from 30 minutes to more than two hours to be analyzed. The evaluation and testing that you receive in the Emergency Department oftentimes equals several office visits to your primary care provider.

After Your Visit

If your condition does not improve as expected in the 24 hours after your Emergency Department visit, please notify us. You can reach the Emergency Department by phone at 515-239-2155. If you have a health-related, nonurgent question, please call the First Nurse line in Ames at 515-239-6877 or toll-free at 800-524-6877.

You may receive a random, confidential patient satisfaction survey shortly after your visit. By completing and returning the survey, you help us improve our services. Please take the opportunity to complete and return the survey when it arrives in your mail.

