

When should you go to the Emergency Room?

You should go the Emergency Room for treatment of serious medical conditions that require the special setting of an emergency room rather than a doctor's office. Here are some examples of conditions that require treatment in emergency rooms, but are not limited to:

- Loss of consciousness
- Intense and uncontrollable pain
- Severe shortness of breath that prevents you from speaking
- Chest pain that does not go away when you sit for a few minutes
- Possible poisoning or overdose
- Accidents involving a head injury or possible broken bones
- Severe or worsening reaction to an insect bite or medication (especially if breathing is difficult)
- Feelings of wanting to hurt yourself or sudden unexpected changes in behavior
- Severe dog bites
- Bleeding that won't stop
- Sudden weakness on one side of the body

Arrival

When you arrive in the Emergency Department, you will be seen by the Triage Nurse first. Triage sets the priority of the patients that will be seen first. This means someone with a more critical illness or injury than you may be taken into the treatment area before you, even if they arrived after you. If you should feel worse while you are waiting, please tell the Triage Nurse or the Charge Nurse.

Treatment

When a treatment area becomes available, you will be escorted by an Emergency Department staff member to the designated area. You will then be examined by an Emergency Department physician. Depending on your diagnosis, you may be admitted to the hospital for further care or discharged from the Emergency Department.

Discharge

If you are not admitted to the hospital, you will be discharged from the Emergency Department. It is important for you to take the time to read your instructions and ask questions, so you will feel comfortable with your health plan. Follow up with your physician, and if you do not have one, a physician referral will be provided to you. If you do not feel better before you see your physician, come back to the Emergency Department

Your Rights

You have the right to receive, within the capabilities of this hospital's staff and facilities:

- Appropriate medical screening
- Necessary stabilizing treatment
- And if necessary, appropriate transfer to another facility
- These are to be provided even if:
You cannot pay, or You do not have medical insurance, or You are not entitled to Medicare or Medicaid

Visitors

For the privacy of our patients, only one or two visitors may be with you in the treatment area. Other visitors may remain in the waiting area. We appreciate the cooperation and understanding of our visitors to keep noise levels down for the comfort of all patients.

Patient Satisfaction

Our goal is to provide you with the very best available healthcare and to make your emergency experience as comfortable as possible. Please fill out our patient survey to let us know if you have concerns, comments, or suggestions regarding your care.



Emergency Care

Our Emergency Departments are comprised of emergency physicians, physician assistants, registered nurses and emergency technicians experienced in treating emergency patients.

We are open 24 hours a day,
7 days a week.

We also offer a Fast Track area for less serious illnesses such as colds, sore throats, sprains, etc.



24 Hour Availability

Emergency Services are available
24 hours a day and 7 days a week.

Emergency Department

Touchette Regional Hospital
5900 Bond Ave
Centreville, IL 62207
618.332.5481



Emergency Department

A GUIDE TO EMERGENCY CARE



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