

“a crisis . . .”

Managing pain

To help you understand what you can expect from your visit to Gifford’s Emergency Department, a description of the hospital’s Pain Management Guidelines follows.



- 1) Your Emergency Department provider will objectively assess your pain and, depending on your type of injury, will only prescribe narcotic pain medicine if deemed appropriate.
- 2) Your Emergency Department provider may not fill a specific pain management request despite what has been provided to you in the past.
- 3) Patients visiting from out of the area or who have no local health care provider will not be given a prescription for a controlled substance for a chronic pain condition.
- 4) Prescriptions for controlled or narcotic medicines will be limited to one per month or three per year for patients whose pain cannot be discerned by the Emergency Department provider, such as back or dental pain.
- 5) Patients who have a pain treatment plan established with their primary care provider will not be given refills for controlled or narcotic medicines. Rather, you will be referred back to your primary health care provider for the prescription.
- 6) No prescriptions for long-acting narcotics will be given except in unique circumstances, such as for cancer pain.
- 7) Patients with a known history of drug abuse or criminal behavior related to drugs will not be given a prescription for narcotics from an Emergency Department provider.

Continuing your care after discharge

Patients should arrange for care or follow-up appointments as directed in their Emergency Department discharge instructions.



Gifford strongly recommends that you develop a relationship with a primary care provider to maintain continuity of your care. By choosing a personal provider from the Gifford community, you can build a trusted relationship with a provider who has a thorough knowledge of your medical history and needs. For a copy of the Gifford Provider Directory, call (802) 728-2284 or visit Registration.

What is HCAHPS?

HCAHPS is a mandated standardized survey of patients’ perspectives of hospital care. HCAHPS (*Hospital Consumer Assessment of Healthcare Providers and Systems*) measures patients’ perceptions of their hospital experience through a series of 27 questions. The survey is mailed to patients between 48 hours and six weeks after discharge. When you receive a survey, please note that survey questions refer to your “Doctor,” which you should interpret as **your provider in the hospital**, not your primary care physician. Your provider will be a hospitalist, which may include physicians and physician assistants.



Welcome
to the
**EMERGENCY
DEPARTMENT**



**Gifford
Medical Center**

44 South Main Street
Randolph, Vermont

(802) 728-2345

EMERGENCY: “an unforeseen situation calling for immediate action.”

Medical screening and registration are required for all patients coming to the Emergency Department for treatment.

Upon arrival, a nurse will assess your condition, ask you to give a brief medical history and provide information about your injury or illness.

Patients who have been identified as having a life-threatening injury or medical condition will be seen first, which may increase the waiting time for other patients.



Registration is necessary to create a record of your visit. You will be asked to sign a consent for your care. Parental

consent or consent of a legal guardian is required for children under the age of 18.

We understand that your reason for coming to the Emergency Department is serious.

A hospital Emergency Department’s first responsibility is to stabilize and serve the critically ill and seriously injured.

Although we try to anticipate busy times, the nature of emergency medicine prevents us from knowing when the department will be busy.



We are aware when patients are waiting and try to make waiting times as brief as possible. If

you believe you have waited too long, please speak with a staff member. Your cooperation and patience are appreciated.

For the services below, you **may** anticipate the following wait times:

- Labs - 1 hour
- Standard X-rays - 1 hour
- CT scan - 1.5 to 2 hours

What to expect if you are admitted to the hospital

We are pleased to offer a Hospitalist Program for inpatients. A Hospitalist is a provider who specializes in caring for patients who are hospitalized. Your provider may include physicians, physician assistants, and specialists. If you are admitted through the Emergency Department, the Hospitalist will notify your doctor that you are here.



The Hospitalist provides your day-to-day care, but also keeps in direct contact with your primary care provider, giving updates on your condition and progress. Your primary care provider will most likely not visit you while you are hospitalized. However, be assured that they will be made aware of your admission, progress and any discharge needs.

Gifford has many consulting specialties for you right here in the Randolph area. They will work with the Hospitalist and your primary care provider to ensure comprehensive quality care.

www.giffordmed.org

(802) 728-2345



Gifford
Medical Center