

### Can I Have Visitors?

Having family or friends with you may ease the stress of your visit to the EC. However, the safety and privacy of our patients is also very important to us. We ask that you keep the number of visitors to a minimum. To make communication with loved ones easier, it would be helpful to designate one person to be a contact for information requests about your condition. Please remember that cell phone use is not allowed in the EC as it may interfere with the monitoring equipment. Please note that special circumstances will be considered in determining when and how many visitors will be allowed.

### Can I Eat or Drink?

Please do not eat or drink prior to asking staff. Sometimes you should not eat or drink anything because you may need a procedure or test that requires an empty stomach.

### Why Are Some Patients Being Redirected to their Medical Home?

During Army Medical Home hours, patients presenting to the EC with non-emergent acute medical needs may be redirected to their Medical Home to be seen by a Primary Care Provider (PCP). Non-emergent medical needs are best handled by a PCP rather than an Emergency Medical provider. This will allow your Primary Medical team to closely monitor and track your medical needs. For Primary Care appointments, call 270-798-4677 Monday-Friday, 6 a.m. to 4:30 p.m. or schedule online at [tricareonline.com](http://tricareonline.com).

### Please Let Us Know How We Are Doing

We value your feedback! We are committed to meeting your needs while you are a patient with us in the Emergency Center. Please bring any questions, concerns or suggestions for improvement to the attention of the EC staff so they may be addressed accordingly.

If you feel that an EC staff member has performed exceptionally no matter how small or big the task

and you would like them to be recognized, please ask for an "Eagle Card" to fill out. We would love for you to briefly describe in writing the experience you had with staff.

Good or bad, we want to hear from you. The [ICE INTERACTIVE CUSTOMER EVALUATION WEBSITE](http://ice.disa.mil), provides a way for our community to give feedback about the Emergency Center. Visit the [ICE WEBSITE](http://ice.disa.mil) at [ice.disa.mil](http://ice.disa.mil) and type Fort Campbell in the search bar. Select Health to let us know how we are doing.

### Patient Advocacy

BACH Patient Advocates are available to assist you. We welcome your feedback on your experience to ensure we are not only meeting, but also exceeding your expectations. While utilizing our services, if you would like to speak to someone directly about your visit, please ask to speak to the clinic leadership or one of Blanchfield's Patient Advocates.

Phone: 270-798-8718  
270-798-8694  
270-412-3170

Email: [usarmy.campbell.medcom-bach.list.patient-advocates@health.mil](mailto:usarmy.campbell.medcom-bach.list.patient-advocates@health.mil)



## Emergency Center



**650 Joel Drive**

**Excellence in Emergency Care  
24 hours a day, 365 days per year**

**Open 24/7**

The Emergency Center at Blanchfield Army Community Hospital treats 60,000 patients annually. The Emergency Center (EC) team cares for people of all ages varying from minor illness/injuries to life threatening illness and trauma. We are honored to care for you and your family.

### **What To Expect**

A trip to the Emergency Center (EC) can be an anxious and confusing time. To help you know what to expect during your visit, we have provided answers to some commonly asked questions.

### **Upon Arrival**

When you arrive in the Emergency Center (commonly referred to as EC), you will go to the desk with the word “Check-In” located above the large glass window. You will be asked to provide an Identification card and the reason for your visit. Depending on the severity of your illness or injury, you may be escorted by staff directly to a treatment room in the EC, or you may be asked to have a seat in the waiting area until you are called to Triage.

### **What Is Triage?**

The word triage {pronounced “tree-ahj”} is a French word which means “sort”. When you are called to Triage from the waiting area, a specially trained Nurse will conduct a brief medical history and exam to determine the severity of your condition. The Triage process allows the more seriously ill/injured patients to be identified and seen first even though they may have arrived at the EC after other patients.

### **What Happens After Triage?**

Depending on the severity of your condition, you may be taken directly to a treatment room from triage for evaluation, or you may be asked to have a seat in the waiting area until a treatment room becomes available. If you are asked to return to the waiting area after triage, staff may initiate appropriate tests while you wait in order to expedite your care.

### **What’s Next?**

A staff member will come out to the waiting area and call for you when a treatment room becomes available. They will escort you to a treatment room where one of our specialized Emergency Medical providers (Physician/Physician Assistant/Nurse Practitioner) will examine you. When you arrive to a treatment room, testing and treatments may be ordered as determined by your Emergency Medical provider. The tests and treatments may take some time depending on the severity of your illness/injury and the presence of other critical patients. These testing and treatments may be necessary to complete your treatment plan.

### **Who Will Be Caring For Me?**

As a patient in the EC, you will be cared for by a team of highly skilled professionals. These include the following: An Emergency Medical provider such as a Physician, Physician Assistant, or Nurse Practitioner who has the overall responsibility for your care. A Registered Nurse or Licensed Practical Nurse will assess and monitor your condition in addition to administering medications and treatments. Each Nurse is responsible for several patients and works closely with the Emergency Medical provider to provide you the best care possible. In addition, medical students working alongside the Emergency Medical providers are often present in the EC in order to complete their required training. Army Medics are an integral part of the EC and may also be a part of your care team.

### **What Happens After I Am Treated?**

When all necessary treatments and procedures are complete and test results are reviewed, your Emergency Medical provider will decide if you will be discharged, admitted to BACH, or transferred to a different hospital. Patients who are discharged home are provided with complete after-care instructions to follow. It is very important that patients follow up with their Primary Care Provider (PCP). Your illness or injury may require admission to BACH. After your admission is processed, a nursing staff member will transport you to an available bed. If your condition requires treatment not available at BACH, arrangements will be made to have you transferred to an appropriate healthcare facility. An Emergency Medical

provider will determine whether you will go by ambulance, helicopter, or private vehicle.

### **Frequently Asked Questions**

#### **Why am I waiting so long?**

Some common reasons for delays in the waiting area include:

- A high number of patients arrive simultaneously.
- Multiple seriously ill patients are receiving care. (If your condition changes, please notify staff.)

***\*If you have been waiting a long time, you may feel tempted to leave the EC before you receive a medical screening exam by an Emergency Medical provider. Before leaving, please let a staff member know so we can fully inform you of any possible complications you may face. Leaving the EC without being screened is a serious, perhaps life-threatening decision.\****

Some common reasons for delays in the treatment room.

- Your Emergency care team needs to become familiar with your medical history.
- Your Emergency care team is trying to get in touch with your PCP or another consulting Physician.
- Your Emergency care team is waiting for the results of blood tests, X-rays, or specialized procedures. (If your condition changes, please notify staff.)

#### **How Long Does It Take To Get Laboratory or Radiology Results?**

Our lab and radiology departments support the entire hospital, often responding to inpatient emergencies. They are very focused on returning test results to the EC as quickly as possible. The time required for your specific test results will vary according to your testing needs. Typically, it takes 1 hour for your Emergency care team to receive the results of your tests, but it may take longer. Staff are dedicated to provide swift and accurate results for every test performed.