



## WE PUT SAFETY FIRST, WITHOUT PUTTING PATIENTS SECOND.

At Hackensack Meridian Health, we know the pandemic caused many patients to delay care. But when it comes to health emergencies, it's important not to delay any longer.

Thanks to the hard work of our health care heroes and your efforts to flatten the curve, we are ready as ever to care for you. We've implemented many new protocols with safety at the forefront:

- Separate areas for non-COVID-19 patients.
- Temperature checks for all patients, visitors, team members and physicians upon entrance.
- Rigorous cleaning and sanitization of our facilities.
- Third-party environmental analysis to detect any evidence of the virus.
- Testing all patients who stay at our hospitals.
- Comprehensive testing program for our dedicated team members and physicians.
- Enforcement of social distancing.
- Telehealth visit availability.

Visit [HackensackMeridianHealth.org/GetCareNow](https://www.hackensackmeridianhealth.org/GetCareNow) to learn more.



Hackensack  
Meridian Health

KEEP GETTING BETTER

# EMERGENCY DEPARTMENT **FAQS**

## **Patients don't want to spend time in Emergency Department waiting rooms. Will they be placed in a room immediately?**

Upon entering, a greeter will hand all Emergency Department patients a mask. We will take patient vital signs, including a temperature screening within minutes of arrival.

Whenever possible, patients are immediately placed in a private room or area to maximize safety.

## **Will patients be moved from room to room?**

We aim to minimize movement of patients in the Emergency Department. For example, when possible, X-rays and diagnostic tests will be performed in a private room, instead of a separate area of the hospital.

## **Are COVID and NON-COVID patients treated in separate areas?**

When possible, we designate separate areas in the Emergency Department to care for suspected COVID patients.

## **Are family members and visitors allowed in the Emergency Department?**

At this time, to ensure the safety of our patients we do not encourage visitors or companions during Emergency Department visits, but understand that exceptions must be made in some cases.

## **Who will update Emergency Department patients on their progress and next steps? How long will each step take?**

Our care teams will check in frequently with patients and provide updates on the plan and progress of care.

It can be hard to predict the timeframe of an Emergency Department visit, as wait times can be impacted by other emergencies. Generally, patients can expect lab work results to take one to two hours. Imaging such as X-rays and CT scans may take two to four hours. If needed, consultations with other specialists may take two to four hours, depending on the complexity of each case.

## **If admitted to the hospital, what should a patient expect? Are there units dedicated to non-COVID care? Will patients be tested for COVID? Are patients kept in private rooms?**

All patients who stay in our hospitals are tested for COVID-19. All of our hospitals have dedicated units especially for patients who do not have COVID-19. In addition, when available, admitted patients will be assigned to private rooms.

## **If a patient is discharged from the Emergency Department, should they quarantine? Will they be screened for COVID?**

All patients who are discharged from the Emergency Department will be provided with extensive instructions on how to care for themselves at home and advised if quarantining is needed.



Hackensack  
Meridian *Health*

**KEEP GETTING BETTER**