



Montefiore
Inspired Medicine

Montefiore Westchester Square
Free-Standing Emergency
Department

**Montefiore Westchester Square Campus
Free-Standing Emergency Department**

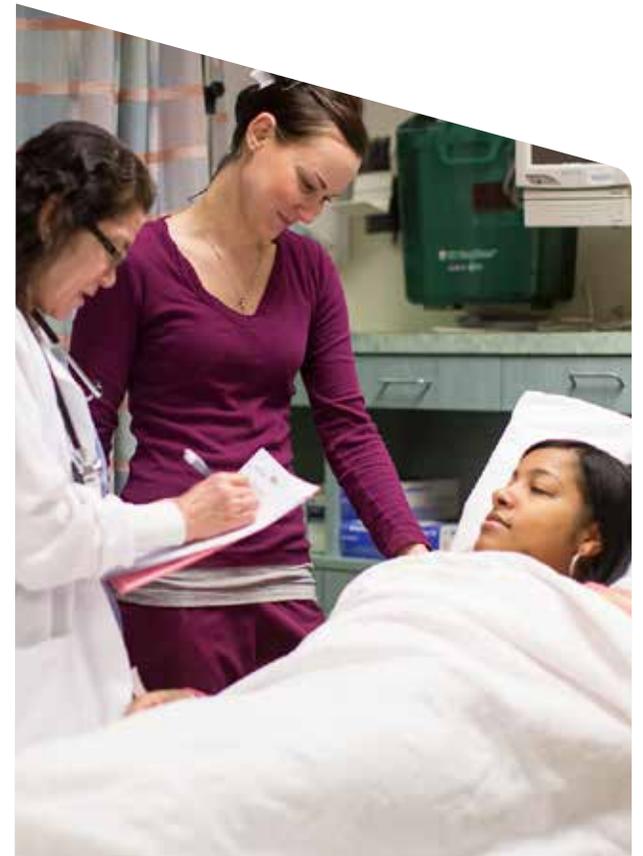
2475 St. Raymonds Avenue
Bronx, New York 10461
Phone: 718-430-7300

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Montefiore, the University Hospital for Albert Einstein College of Medicine, is recognized among the top hospitals nationally and regionally by *U.S. News & World Report*.

www.montefiore.org

Montefiore is
a registered 501c3



What Is a Free-Standing Emergency Department?

A free-standing emergency department (ED) has the same features as a traditional ED, with the exception being that patients who require continued hospital care will be transferred to other Montefiore facilities. These transfers to other Montefiore facilities will be paid for by Montefiore. Free-standing emergency departments are located in many communities around the United States, but this facility is the first of its kind in New York State. Montefiore's Free-Standing Emergency Department was developed to provide high-quality emergency care for the communities of Throggs Neck, Westchester Square, Pelham Bay and Country Club in the Bronx.

Whom Will I See First?

Usually, the first person you will see in the Emergency Department is the nurse who will be triaging you. The nurse will place you in the triage room (pronounced tree-ahj), check your vital signs, including temperature, heart rate, blood pressure and breathing, and ask questions in order to evaluate your condition.

In What Order Are Patients Seen?

Patients are not always treated in the order in which they arrive. The most seriously ill or injured patients are treated first. If your condition is not life-threatening, you may be asked to be seated in the waiting room until a bed is available. Emergency Department staff are always available if you have questions or concerns. Unlike a physician's office, in which appointments are scheduled in advance, many emergency patients may arrive at once. You may have to wait for results of X-rays, CT scans and other tests that will enable the emergency physician to complete your care.



Visitors and Privacy

On occasion, visitors may be asked to temporarily leave your bedside to allow our healthcare team to better care for you or other patients. This helps us ensure the safety and privacy of the patients that we treat. To maintain privacy for all patients, we ask that you stay in your room, and we will pull the curtain for privacy.

Food/Drink and Use of Restrooms

If you are waiting to be seen, please do not eat or drink before medical evaluation. Please check with the staff before using the bathroom, as they may need you to provide a specimen. Vending machines are located in the waiting area.

Length of Stay

You are in the medical fast lane. Our goal is to provide fast, safe, quality and efficient care. The average length of time for testing is 30 to 90 minutes, depending on what the emergency physician orders. You may have X-rays and blood tests, and you will receive comprehensive care by emergency physicians and nursing staff. In some

cases, a CT scan can take 180 minutes; and the staff will explain if this test is needed. If you feel too much time has passed and the staff have not kept you informed; by all means, use the call bell to alert the staff, and they will answer any questions.

Be Alert

Ask questions about treatments and tests that are recommended for you. If you have a drug or latex allergy, make sure to alert the staff that provide your care. Ask what each medication is before you receive it. Make sure that all your questions are answered before you are discharged.

Thank you for choosing Montefiore Westchester Square Free-Standing Emergency Department for your healthcare needs. If you have questions or concerns about your visit, please call the Nurse Manager at 718-430-7350.