

Admission to the Hospital

The Physician/Physician's Assistant will advise you if you are being admitted to the hospital for treatment and monitoring of your condition. It may take some time for an inpatient room to become available for you in the main hospital. Be assured that the Emergency Department staff will continue to take care of your needs during this transition.

At times the staff may need to transfer you to another hospital for your treatment. Until then, you will be cared for in the Emergency Department.

Going Home

When you are discharged from the Emergency Department, you will be advised to follow-up with your family doctor and given written and verbal treatment instructions, which may include:

<input type="checkbox"/>	<i>Medicine and prescriptions</i>
<input type="checkbox"/>	<i>Information about your illness or injury</i>
<input type="checkbox"/>	<i>Any signs or symptoms to watch for</i>
<input type="checkbox"/>	<i>Orders for further medical tests</i>

It is important that you follow the provided instructions, take all prescribed medications and schedule a follow-up appointment with your primary care physician. Make sure you understand all instructions before you leave the Emergency Department. Routine questions about your condition should be addressed in the follow-up appointment with your primary care physician. If you do not have a primary care physician, we can provide you with a list of local clinics and physicians accepting new patients.

Once you are home, if your condition worsens and you are concerned, please return to the Emergency Department immediately.

Visitors

Sierra View District Hospital encourages family-centered care. Visitors will be screened by Security and given a wristband permitting them into the department. In the best interests of the patients, we request the following from our visitors:

- Follow instructions given by the nurse with regards to limiting the number of visitors and the noise level
- Wait in the waiting room until the nurse indicates it is appropriate to come into the treatment area

- Respect the privacy of other patients and do not wander freely through the department
- Designate one individual to act as the spokesperson to decrease confusion and make communication between staff and family members easier



Due to Federal and State patient privacy laws, we cannot give information about you to family members or friends who call the Emergency Department inquiring about your condition. When possible, if the caller can properly identify your first and last name, we will attempt to forward messages to you.

A code of behavior exists to ensure a safe and friendly environment for patients, visitors, and staff. Acts of violence, swearing, threats or verbal abuse toward patients, visitors, or staff members will not be tolerated. We expect our staff and guests to be treated with respect and courtesy.

Thank you for choosing Sierra View District Hospital for your healthcare needs. We strive to meet your expectations and provide the very best care.

Feedback

After your visit, you may receive a patient satisfaction survey by phone or mail. What you communicate in the survey is extremely important to us. Your feedback allows us to focus on areas where there may be a need for improvement and also reflects the satisfaction you may have felt in the care you have received.



Sierra View District Hospital Emergency Department
465 W. Putnam Avenue, Porterville, CA 93257
(559) 784-1110

Sierra View District Hospital Emergency Department



What to Expect During Your Visit

Department Director:
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Clinical Manager:
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A trip to the emergency room can be a stressful experience, so we at Sierra View District Hospital want to provide you with information about what to expect during your visit to help make it as pleasant as possible. Our goal is to care for you with excellent service and highly trained staff to ensure all of your needs are met before you leave.



What will happen when I arrive in the Emergency Department?

A greeter will welcome you to the Emergency Department and ask you for your name, date of birth and the reason for your visit. Shortly thereafter, you will be called into a private room where you will be evaluated by the triage nurse. The triage nurse will ask you questions and perform an assessment to determine how serious your condition is. Our nurses have special training to recognize subtle signs that help determine a triage level. This triage system prioritizes care as follows:

Level 1 – Immediate; life threatening

(Example: someone whose heart has stopped or someone who is not breathing)

Level 2 – Emergency; could become life threatening

(Example: someone involved in a major accident with severe life threatening injuries or someone who is having difficulty breathing)

Level 3 – Urgent; not life threatening

(Example: someone with abdominal pain)

Level 4 – Semi-urgent; not life threatening

(Example: someone with an earache or a minor cut requiring sutures)

Level 5 – Non-urgent; needs treatment when time permits

(Example: someone with minor symptoms or needing a prescription renewal)

IF YOU FEEL THAT YOUR CONDITION HAS CHANGED SINCE BEING TRIAGED, PLEASE INFORM THE TRIAGE NURSE IMMEDIATELY.

Important – No food or drink before the physician sees you. You may need tests or procedures that require you not to eat or drink beforehand.

How long will my wait time be?

There are several factors which will determine what your wait time will be. These include how busy the department is at the time, the number of patients and the severity of their conditions, as well as the severity of your condition.

Ambulances frequently arrive at the ambulance bay, an area located in the back of our Emergency Department. If the medical needs of those patients are more urgent than those of the patients in the waiting room, then the ambulance patients will be seen first.

To help expedite your visit while you are waiting for a treatment room to become available, the nurse may arrange for certain lab tests and/or x-rays to be done based on your illness or injury. This is meant to save time, as the Physician/Physician's Assistant will be able to treat you more quickly if the test results are readily available.



Why are patients who arrived after me being seen before me?

The Emergency Department does not function on a first come, first served basis. The services provided are designed to make sure that patients with the most critical needs receive care first.

PLEASE DO NOT LEAVE WITHOUT BEING SEEN BY A PHYSICIAN OR PHYSICIAN'S ASSISTANT. Just because you may not have the most critical needs in the Department does not mean you don't require care. We understand that waiting can be frustrating, but your health is important to us. Our goal is to treat everyone as quickly as possible.

Emergency Department Extension

Between the hours of 11 AM and 11 PM we have a separate area designated for our semi-urgent (Triage Level 4) and non-urgent (Triage Level 5) patients. This area is staffed with a Physician's Assistant and a nurse. These patients are less critical, typically require little to no resources (lab tests, x-rays, intravenous medications) and will ideally be treated and discharged in a shorter time frame.

Assessment & Treatment

As soon as a treatment room becomes available, you will be called into the department where we will review your medical complaint, ask questions, examine you and discuss any tests or treatment that might be required. Feel free to ask questions during this time. The Physician/Physician's Assistant may order additional lab tests, x-rays, or CT scans to help determine your condition. If your problem can be treated in the department, the staff will treat it. The Physician/Physician's Assistant may suggest treatment at home or by your local doctor. If your condition is more serious or requires special care, you may be admitted to the hospital.

Personal Belongings

Safeguard your valuables by asking a relative or friend to look after your belongings while you are being treated. The hospital will only take responsibility for items that have been formally checked in to the facility's safe. Please ask your nurse if you would like assistance with this process.

Our aim is to provide you with the most efficient service possible. If you do have to wait, a nurse will be nearby to answer your questions and monitor your condition. Your patience is appreciated.

