

WELCOME TO THE EMERGENCY DEPARTMENT AMBULATORY CARE AREA (ACA)

We want to be clear and open about what to expect during your emergency room visit today.

The Ambulatory Care Area (ACA) is for patients who can safely walk and sit. During your visit, you may move between waiting areas and treatment rooms instead of staying in one room the whole time. You may be asked to return to the waiting area between steps of care. This is a normal part of the process.

**PLEASE NOTE, THERE ARE NO VISITORS WITH PATIENTS
IN THE ACA AREA UNLESS SPECIAL CONSIDERATION**

IMPORTANT REMINDERS

- 🔔 Listen for your name to be called.
- 📍 Stay in the ACA waiting area unless told otherwise.
- ♿ Let staff know if you feel worse or need assistance.
- ✓ Check with nursing if you can eat or drink.
- 👨🏻‍⚕️👩🏻‍⚕️ Ask questions—we're here to help.

Waiting Area:

- After triage, a staff member will bring you back to the ACA waiting room. This is normal and helps keep rooms available for other patients' tests and exams.

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Room Placement:

- You will be brought to an treatment room when you need to see a provider, have tests done, or receive treatment.

What to Expect:

To help us care for all patients as efficiently as possible:

- You will move from a treatment room back to the ACA waiting area during your visit.
- You may return to a different treatment room later.
- Some test results take time.
- You may wait in the ACA waiting area while results are reviewed.
- A provider will bring you into a treatment room and will update you when results are ready.
- Patients awaiting specialists also take time.

When Care is Complete:

- You'll receive instructions that may be written or verbal.
- Prescriptions will be provided if needed.
- Follow-up recommendations which may include being contacted by other health care providers.

Why This Process Is Used:

- Keeps care moving safely and efficiently.
- Reducing wait times or helping treatment rooms stay available when needed.

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