

While you are waiting:

1. Prepare to tell the triage nurse your medical history and the name of any doctors who have treated you.
2. Prepare to give the nurse a list of your current medications, including the dosage and how often you take them. Include over-the-counter medicines and herbal supplements. Take a few minutes to write them in the box below.

MEDICINE

DOSAGE

FREQUENCY

MEDICINE	DOSAGE	FREQUENCY

3. CMH staff follows federal laws designed to protect your privacy. We do not release private medical information to family members without your permission. Please select one person to be the spokesperson for your family.

FREQUENTLY ASKED QUESTIONS

I'm hungry. Is it okay to get something to eat?

Please do not have anything to eat until you are seen by the doctor. This is especially important if your condition may require surgery.

I have been waiting a long time. Why can't I go to the "Fast Track?"

The "Fast Track" is a separate area of the emergency department (ED) that only treats minor illnesses and injuries. Not everyone can go to the Fast Track. The triage nurse will evaluate you and decide on the right place for you.

Why is everyone asking me the same questions over and over?

At CMH, patient safety is our first priority. Different staff may ask you the same questions to be sure they are giving the right treatment to the right person and that your condition has not changed.

Can my family visit me in the ED?

After you have been taken to the treatment area and based on your condition, the ED nurse will invite one or two visitors back to see you. Visitors may be asked to return to the waiting room if your condition changes. We understand that your loved ones will be anxious to see you and we will allow them to be with you as soon as possible.

Can I use my cell phone?

Cell phones are to be turned off in the treatment area. They can be disruptive to equipment. Please let your nurse know if you need to use a telephone.

We care about the health of our patients and want you to have the best experience possible at CMH. There are patient satisfaction surveys at the registration desk. Please take a minute to tell us how we are doing. Your opinion is very important.

Of course, you don't have to wait for a survey to let us know of a concern. If you would like to speak to someone right away, please call the Director of Emergency Services at:

410-414-4723

or the Quality Management Department at:

410-535-8117

*Thank you for
trusting us
with your health.*

Thank you for choosing Calvert Memorial Hospital for your care today. We will do everything we can to make your visit go smoothly.

The first person you will see is the “**triage nurse**.” This nurse’s job is to prioritize emergency patients by the severity of their illness or injury. Every patient is important, but we must take the most critical cases first. We will make every effort to keep your wait as short as possible.

Estimated wait times are posted at the desk – but please understand they are just an estimate. Wait times can change quickly. *Please let the triage nurse know if your condition changes or worsens while you are waiting.*

In order to accommodate the needs of our growing community, we are expanding our facility. Sometimes you may notice noise or vibration as a result. If the noise makes you uncomfortable, let a staff member know. We will try to move you to a less affected area.

Thank you for your patience.

This facility is accredited by the Joint Commission on Accreditation of Healthcare Organizations. If you would like to report a concern about the quality of care you received here, you can contact the Joint Commission at **1-800-994-6610**.



Calvert Memorial Hospital
Tradition. Quality. Progress.

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Emergency Services at Calvert Memorial Hospital

