Welcome
Emergency Department

WHAT TO EXPECT DURING YOUR VISIT

1000 S. Limestone
Lexington, Kentucky
859-257-1000 or
toll free 1-800-333-8874
for assistance
To our ED patients...

On behalf of all the physicians, nurses and other staff of the University of Kentucky Emergency Department (ED), we welcome you to our ED. The mission of everyone on our team is to care for ill or injured patients with dignity, respect and compassion. We have done our best to prepare for you and all the other patients who may visit us today.

This team has years of experience taking care of many patients at the same time, but occasionally, so many patients will arrive within a short period of time we will not be as fast as we would like in caring for everyone. Your time and convenience are important to us, and we apologize if you experience any delays while you wait for our staff to care for you.

Please tell us if you are experiencing pain, as your comfort is one of our main concerns. Because we do not have scheduled appointments, the ED can be a busy, and at times, chaotic place. If you have any questions or if you are confused about what is happening during your visit, please do not hesitate to ask your nurse or physician for more information. We want you to be comfortable and understand our plans to evaluate and treat your problem.

We hope you are satisfied with the care we will provide for you today. We constantly try to improve our processes, and we value the feedback patients like you can give to us. To help us get as much feedback as possible regarding your treatment today, you may receive a survey in the mail in the next few weeks asking about your impression of our service. If you receive such a survey, please take a few moments to complete and return it so we can continue to make improvements to benefit our patients.

If you would like to speak with someone regarding your visit after you leave, please contact a customer service representative at 859-257-2178.

Sincerely,

Roger L. Humphries, MD
Medical Director, UK Chandler Emergency Department Chair, UK Department of Emergency Medicine

Penne Allison, RN, BSN, MSOM
Director of Emergency/Trauma Services
UK Chandler Hospital
We are glad you are here

Thank you for choosing UK Chandler Hospital for your emergency care. We appreciate the opportunity to care for you today. We want you to know what to expect during your Emergency Department (ED) visit.

Arriving in our Emergency Department

Upon arrival, you will need to sign in with some basic information in order for the triage nurse to see you. The triage nurse will discuss your condition and assess what treatment is needed. It is very important you share all medical information, including the symptoms you are having, with our triage nurse. Also, please ask the nurse before eating or drinking anything, as this may interfere with your treatment.

After talking with the triage nurse, a patient relations assistant will begin the registration process. This may happen at the front desk or at the bedside. During the registration process, you will be asked for information such as your name, address and phone number. This information is important to include in your medical record. At some point during your care, we will collect your insurance information and obtain a copy of your insurance card so payment may be arranged for your visit. If you do not have insurance, please let us know and a variety of payment options can be discussed.

Co-payments, deductibles or deposits on your account will be taken by one of our patient relations assistants near the end of your visit.

Please understand some people who arrive after you may be seen before you.

- Emergency visits are not like doctor’s office visits. There are no scheduled appointments. Instead, patients are seen in different areas based on the type of illness or injury.
- Some patients may arrive after you but be seen before you. The easiest way to explain your wait time is you are waiting to be seen with patients who have similar illnesses/injuries as you.

Treatment areas

There are five areas in our Emergency Department where patients are treated. They are:

1. **Makenna David Pediatric Emergency Center** - The Pediatric Emergency Center is open and dedicated to treating children 24/7. All children 14 and under may be treated for serious and minor illness or injury.
2. **Trauma** - Trauma patients are seen in one area. These patients are typically brought in by ambulance or helicopter and require immediate attention due to life-threatening injury or illness.
3. **Critical Care Area** - Includes patients whose condition is serious to life-threatening and who most likely will require hospitalization.
4. **Acute Care Area** - Includes patients whose conditions will require multiple tests including laboratory tests, X-rays and scans, as well as close monitoring.
5. **Express Care** - This area is for minor injuries and illnesses that should require less time. Examples include sore throats, broken fingers and minor suturing (stitches).

We appreciate your patience with our wait time. Please rest assured our patients in each of the above areas are seen as quickly as possible. If you feel your condition changes while you are waiting, please go to the registration desk and ask for the triage nurse.

Visitor information

In order to protect your privacy and the privacy of others, family members and visitors must be limited. Once you have been taken to a room, you may have two family members/visitors. For your privacy and safety, we ask for your cooperation. Due to safety concerns, children are asked to remain in the waiting area with a responsible adult.
Securing your valuables
To ensure the safety of your valuables, please give them to a family member or ask us to lock them up in the safe. This will help ensure they are not misplaced or lost as you may be asked to change into a gown for exam and will need to remove all jewelry.

Managing your pain
Our goal is to provide you with very good care. This includes helping patients control their pain safely. For some types of pain, such as stomach pain, nausea and vomiting, chest pain, or stroke symptoms, you may need to be seen by a doctor before being given any pain medication. The triage nurse will help make this decision when he or she speaks with you.

During your visit, your nurse will continue to ask you about your pain. We will use one of two scales to help us determine your pain level.

See the universal pain assessment scale below. This will help us understand how you feel. Your pain may not go away completely. Our goal in treating your pain is to make you as comfortable as possible.

Advanced diagnostic testing
Lab and X-ray tests may be done while you are waiting to see a doctor. If at any time you have questions or feel your condition has changed while waiting for tests, please see your nurse.
Considerations and conveniences

Please be considerate of others by keeping conversations appropriate and children supervised. Courtesy phones are available for your use. Please limit calls to three minutes. Feel free to use your cell phone throughout the ED.

Our cafeteria is located on the first floor of the UK Chandler Hospital. Detailed maps to the cafeteria are available at the registration desk. The cafeteria is open 6:30 a.m. - 11:00 p.m. (the cafeteria closes daily from 10 - 11 a.m. to transition from breakfast to lunch service), seven days a week for your convenience. There is also a coffee shop, which sells various beverages and light meals. It is located on the first floor, in the front lobby of the hospital. The coffee shop is open overnight 11 p.m. - 3 p.m., Monday - Friday.

Cash and credit/debit cards are accepted at both locations. An ATM is also located on the first floor of the main hospital.

Where to park

Parking for our Emergency Department (ED) is located across South Limestone in our hospital garage. We provide a free shuttle service to and from the garage 24 hours a day, every five minutes. Please inform the driver you are going to the ED so you can be dropped at the appropriate stop. A small parking lot at our ED entrance has a 30-minute time limit. This can be used to drop off passengers prior to moving the car to the garage. Please speak with a security officer when you are ready to return to the garage for your car.

Customer Service representatives

If at any time during your ED visit you would like to see a patient representative, please ask someone to page a customer service representative for you. Please note our representatives are available 8 a.m. - 9 p.m., Monday - Friday, and 11 a.m. - 9 p.m., Saturday and Sunday. If you would like to contact Customer Service for any reason after your visit, please call 859-257-2178 and a customer service representative will return your call as soon as possible.
Your discharge and follow-up care

If you are being sent home after your examination, the doctor will write discharge instructions. Most ED visits require some type of follow-up care. Please call the number provided at discharge on the following business day. You should inform the office you have been referred by our ED. Any questions you may have about payment, including insurance verification, can be addressed at the time you make your appointment. All follow-up, further testing and routine care should be done in a doctor's office or clinic. Our ED is here to address health conditions needing emergency treatment.

Your satisfaction is important to us

You may receive a survey in the mail one to two weeks after your visit. We want to know what you thought of our care. Our goal is to provide every patient with the very good care they deserve and should expect from the UK Chandler Hospital. We value all feedback—whether good or bad. We really want to hear from you.

For your next visit

Please remember UK HealthCare has a second ED at UK Good Samaritan Hospital. The Good Samaritan Emergency Department is a full-service community hospital emergency department caring for most major and minor emergencies, with the exception of severe trauma. Wait times may be significantly shorter at our UK Good Samaritan ED for some types of illnesses/injuries.
UK Chandler Hospital
800 Rose Street
323-5000

UK Chandler Emergency Department
1000 S. Limestone
323-5901

Kentucky Children’s Hospital
800 Rose Street
323-5741

UK Chandler/Kentucky Children’s Patient Information
323-5816

UK Good Samaritan Hospital
310 S. Limestone
226-7000

UK Health Connection
257-1000 or toll free 1-800-333-8874

ukhealthcare.uky.edu