

We know that coming to the Emergency Room (ER) can be a stressful experience. By knowing what to expect, you and your family can feel reassured and more at ease.

At Orlando Health South Seminole Hospital, we offer the best in comprehensive emergency healthcare led by a highly skilled and compassionate team of physicians, nurses and allied health professionals with access to leading-edge technology and procedures. Our emergency team is committed to providing you with personalized attention that not just meets, but exceeds your care expectations. No matter what your emergency, we are prepared and ready to care for you and your family.

What Happens First?

Arrival and Triage

Upon arrival at the ER, you will be assessed or “triaged” for the severity of your emergency. Triage is simply the process of evaluating your condition and making sure that the most urgent patients are seen first.

A triage nurse will assess your medical condition. In addition to evaluating your vital signs, the nurse will ask the reason for your visit, take your medical history, including past medical problems and allergies, and perform a brief exam.

We also have a dedicated area for minor emergencies, treating a wide range of common ailments and minor injuries, such as cold and flu, cuts, back pain, allergies and asthma.

Registration

After triage, you will be taken to a private treatment room, if available. You may be asked to sit in our waiting area until a room becomes available. A member of our registration team will complete the registration process. They will ask you for additional medical information and to provide consent for medical treatment.

Pre-Testing

In some cases, you may need to have laboratory tests and X-rays performed first. The triage nurse will order these tests, if needed, to provide your treatment in the most timely and effective manner.

What Happens Next?

Diagnosis and Treatment

Once you have been brought into a treatment room, you will be cared for by an advanced practice provider, such as a physician’s assistant or nurse practitioner, who is a board-certified clinician able to assess, diagnose and treat your illness, all under the supervision of a physician board certified in emergency medicine. The ER physician, an advanced practice provider, a registered nurse with specialized emergency training, and one or more lab or other technicians will make up the medical team that will care for you. You may be connected to heart, blood pressure or oxygen monitoring equipment. The doctor may order tests, make a diagnosis, begin treatment, or consult with other specialists or your primary care physician (if you have one). If you did not have any pre-testing done, blood work and radiology exams may be done at this time.

Re-evaluation

Once your test results are received, any necessary emergency treatment is provided, and your condition is stabilized, the emergency physician will re-evaluate you. Based on the test results and your condition, you may be discharged home or admitted into the hospital. If the decision is made to admit you, we will contact your primary care physician to discuss your condition.

What Happens Before You Go Home?

Patient Discharge

When you are discharged from the ER, your doctor or nurse will give you a set of written “discharge instructions” to follow at home. They will review these instructions with you and answer any questions you may have. It is very important that you understand and follow these instructions. If you do not understand them, please let the doctor or nurse know. You will also be given any prescriptions the doctor has ordered and information about any recommended follow-up care. If you get home and have any questions or concerns, please call the ER at 321.842.5650.

If You Are Admitted to the Hospital

If you need additional, specialized care and are admitted to the hospital, our goal is to move you to a hospital room as quickly as possible to ensure your comfort and begin treatment.

Privacy and Confidentiality

We take the protection of your privacy very seriously, and our ER team is trained to follow strict privacy policies. The “Health Insurance Portability and Accountability Act (HIPPA)” regulations insure that your physicians and other medical personnel may not share information about your condition without your permission and unless directly related to your diagnosis and treatment.

For more information, visit OrlandoHealth.com or call 407.767.1200.

What to Bring to the Emergency Room

- List of all current medications, including over-the-counter, herbal and supplements
- List of dosages, when they are taken and the last dose taken
- Primary care physician’s name and contact information
- List of known allergies and medication reactions
- List of medical conditions
- List of surgeries
- Contact information for family or friends
- Pharmacy name, address and phone number
- Insurance card
- Social security card



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**If you
or someone
you know is
experiencing an
emergency
always call
911 first.**