



My Visit

To the Ronald O. Perelman
Center for Emergency Services

RONALD O. PERELMAN
Center for Emergency Services



Welcome

While you're in the Emergency Department (ED), our top priority is to assess your condition, provide you the care you need, and determine next steps for treatment. To progress your treatment, you may be moved from the ED to another unit for observation, outpatient care, or inpatient care.

Even if you are moved from the ED to another bed, you may not be an inpatient. Please ask your care team if you have any questions about your care.

We can discuss your payment options with you after the doctors tell us that your condition is stable.

Your care from the ED to discharge could include:

- **Treat and Release**

If you do not need more emergency care, the doctors and nurses will speak with you to prepare you for discharge. You will then be discharged from the ED.

- **Observation**

We will transfer you to a unit for observation to determine if you need inpatient care. While you are in observation status, we may perform tests to help us make a diagnosis. If you require additional treatment, you may be transferred for inpatient or outpatient care.

- **Outpatient**

As an outpatient, you will be transferred from the ED to another unit for quick recovery. If you need additional care, you may be admitted as an inpatient.

- **Inpatient**

If you need the level of care that requires several days in the hospital, you will be admitted as an inpatient. When a bed is ready, we will take you to the clinical unit.

What you should know

Be an active part of your care.

You and your family are the most important part of our team.

We invite you and your loved ones to ask questions about the goals of your care.

Tell us if your pain isn't improving.

Help us help you manage your pain by sharing details of your pain with us.

Call, don't fall!

Please ask for help to get out of bed.



Be worry free, send your valuables home.

These items often get lost. Let your nurse know if you would like to store valuables in the hospital. They can provide patient belonging bags and denture cups.



Dentures



Hearing Aid



Eyeglasses



Keys



Cell Phone

Non-discrimination policy

It is the policy of NYU Langone Hospitals to provide care, treatment, and services free from discrimination related to race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression, ancestry, citizenship status, marital or parental status, pregnancy, military or veteran status, religion, socioeconomic status, or any other category protected by law.

NYU Langone Hospitals provide free aids and services to people with disabilities to communicate effectively such as:

- Qualified sign language interpreters
- Written information in various formats including, but not limited to, large print documents

If you speak a language other than English, language assistance services are available to you free of charge.

These services include:

- Qualified interpreters
- Information written in other languages

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

注意: 如果您使用中文, 您可以免費獲得語言援助服務。

For more information about these free services or for assistance, call the Language, Cultural, and Disability Services Department at **1-212-263-3762**.

If you believe that NYU Langone Hospitals have failed to provide these services or discriminated against you in another way, you can file a grievance by contacting the Patient Relations Office at **1-212-263-6906**.

People often ask

If you have a question or concern about your visit, please ask any care team member.



Why are other people taken ahead of me?

Some patients will need more immediate attention depending on their illness and condition. We want to make sure everyone receives the best care.

How long do I have to wait to see a doctor?

You can expect to see a doctor or physician assistant within one hour.

Can my family be by my side?

We understand that having your loved ones at your side can bring comfort.

If you are 17 or under, you may have two guests at all times. If you are over 17, you may have one guest. Guests may be asked to step out during busy times.

Why am I being moved to multiple locations?

You may not stay in the same location based on the severity of your illness and condition. This is determined during your initial assessment.

Why am I being asked the same questions by multiple staff?

For your safety, multiple members of the staff will ask you the same questions. We want to fully understand your story to provide you with the best care possible.

We respect your privacy.

In open care spaces, we will make every effort to speak softly. Please feel comfortable to share any concerns you may have with us.



Someone from our ED Follow-Up Center will contact you in the next one to three days. We want to help you with anything you may need, including scheduling doctor appointments or obtaining medications. **If you don't hear from us, you can reach the ED Follow-Up Center at 1-212-263-6695.**

If you reside outside the United States and need additional care upon discharge, please contact the International Services Department at 1-212-623-3588 or e-mail InternationalServices@nyumc.org.
Monday – Friday: 9:00 a.m. – 5:00 p.m.

E for Emergency

You should use emergency departments for very serious or life threatening problems.



If you are experiencing any of the following symptoms, DON'T WAIT! Call 911 or go to the nearest emergency department.

- Chest pain
- Severe abdominal pain
- Coughing or vomiting blood
- Severe burns
- Deep cuts or bleeding that won't stop
- Sudden blurred vision
- Difficulty breathing or shortness of breath
- Seizures
- Sudden dizziness, weakness, or loss of coordination or balance
- Numbness in the face, arm, or leg
- Sudden, severe headache (not a migraine)
- High fevers
- Any other condition you think is serious

Need your medical records or copies of your tests?

1-212-263-5497

Sign up for MyChart.

Go to mychart.nyulmc.org

Monday – Friday: 9:00 a.m. – 4:00 p.m.

Questions about your hospital bill?

1-800-237-6977

Monday – Friday: 8:00 a.m. – 8:00 p.m.

Questions about your physician bill?

1-877-648-2964

Monday – Friday: 8:00 a.m. – 7:00 p.m.

Need a physician referral?

1-888-7NYUMED

(1-888-769-8633)

Monday – Friday: 8:30 a.m. – 9:00 p.m.

Need to refill prescriptions?

1-212-263-7319

Monday – Friday: 8:30 a.m. – 7:00 p.m.

Saturday: 9:00 a.m. – 5:00 p.m.

First floor of the Schwartz Health
Care Center



570 First Avenue @ 33rd Street

www.nyulmc.org