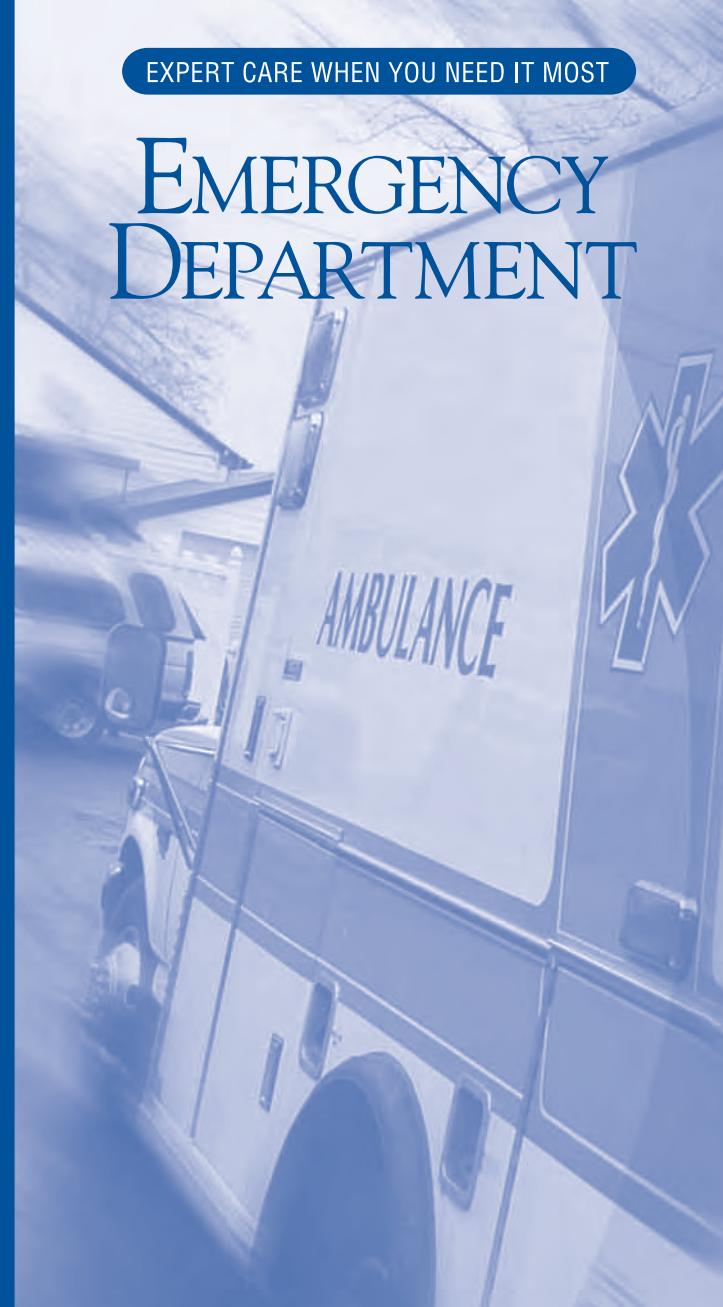


EXPERT CARE WHEN YOU NEED IT MOST

EMERGENCY DEPARTMENT



EMERGENCY DEPARTMENT

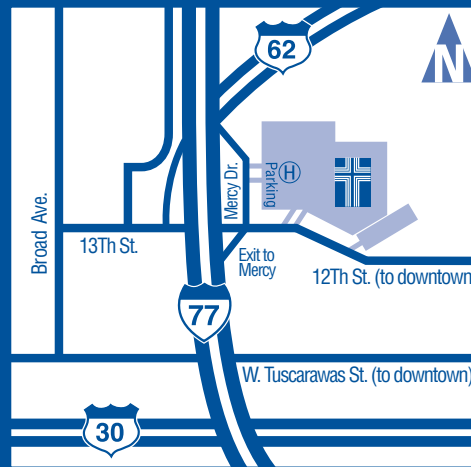
911..

TIME IS CRITICAL

Mercy Medical Center's Emergency Department assures easy access to emergency care in a compassionate environment at any time, day or night. Patients are provided the best in medical technology and expert medical attention from board-certified emergency physicians and specialty nurses.

This brochure has been prepared to assist you in understanding what to expect during your visit to our Emergency Department.

EMERGENCY DEPARTMENT
(330) 489-1055



Off I-77 at the 12th St. Exit. Use Mercy Drive entrance and park in the Emergency Room lot.

MERCY
MEDICAL CENTER

A nonprofit corporation of
The Sisters of Charity of St. Augustine Health System and University Hospitals HealthSystem

1320 Mercy Dr. N.W., Canton, OH 44708 • www.CantonMercy.com

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IMPORTANT STEPS IN EMERGENCY CARE

1 ASSESSMENT AND REGISTRATION

When patients enter the Emergency Department, they are seen by a triage nurse, trained to determine minor and severe illnesses or injuries. Patients with the most serious needs are seen first. To reduce wait time, patients will be registered from information gathered in the reception area or the examination room.

2 EVALUATION AND TREATMENT

Advanced medical and diagnostic equipment is used in patient examination. Tests are completed in a timely manner. Some specialized tests may require a longer wait time. After test results are evaluated, the physician then decides the course of treatment.

3 RE-EVALUATION AND DISCHARGE

An Emergency Department physician re-evaluates a patient's condition to determine if they need to be discharged or admitted to the hospital. Their personal physician may be contacted to help in this decision.

When patients are discharged, they will be given complete, written home-care instructions. Patient questions are welcome and it is important that they follow up with their physician or the physician to whom they are referred.

A FAMILY-FRIENDLY ENVIRONMENT

While the patient care rooms have limited space and at times we may have to restrict the number of visitors with a patient, we make it easy for family and visitors to stay connected to both those providing and those receiving care.

PATIENT SATISFACTION

We measure our success by your satisfaction. After you leave us, you may receive a patient satisfaction survey in the mail. We hope you give us a "very good" rating. If we have not provided excellent service, please call and let us know.

EXPERIENCE YOU CAN TRUST

Mercy Medical Center believes it is important to provide emergency care 24 hours a day, every day of the year. Our staff is prepared to handle medical emergencies that come through our doors and is trained to provide a full range of medical care for patients of all ages with all types of medical problems, from minor injuries to life-threatening emergencies.

FOR MORE INFORMATION,

CALL (330) 489-1055

 **MERCY**
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