

NICHE

NURSES IMPROVING CARE FOR HEALTHSYSTEM ELDERS

Need to Know for Patients and Families

*What patients
and their
families need to
know before
hospitalization
or a nursing
home admission*

Emergency Department

Why Is It Important? The Emergency Department handles urgent and sudden health problems. However, it can be a hazardous place if you are not well equipped, informed and prepared. You and your family should be active participants in your care to ensure a positive experience.

What You Can Do:

1. Describe what brought you to the Emergency Department and why.
2. Tell staff your medications, your health care providers' names and your medical and surgical history.
3. Ask the names of staff taking care of you if they don't tell you or you don't remember.
4. Ask questions about your care:
 - What procedure or test is this?
 - Why do I need to have this procedure or test?
 - What is this medication and why do I need it?
 - Please explain what is happening
5. Let staff know immediately when your symptoms change, worsen or if you have new symptoms.
6. You and family should take notes on what happened during your Emergency Department visit and what information was provided.
7. Ask if all of your health care providers will get information on your Emergency Department visit. Try to get copies to take with you.
8. Ask for your diagnosis and add that to your medical history whether this is new or a recurrent problem.
9. Make sure you understand your discharge instructions, what you have to do when you get home and whom you should call with any questions or concerns.
10. If you are being admitted to the hospital, ask for the diagnosis and if you will be an inpatient or under observation.
11. When leaving the Emergency Department find out when to call your health care provider or return to the Emergency Department for worsening symptoms, new symptoms, complications, etc.
12. If English is your second language, bring someone with you who can help communicate with the healthcare team.



NICHE • NYU RORY MEYERS COLLEGE
OF NURSING • www.nicheprogram.org

© 2017 NICHE All rights reserved.

NICHE

NURSES IMPROVING CARE FOR HEALTHSYSTEM ELDERS

Need to Know for Patients and Families

*What patients
and their
families need to
know before
hospitalization
or a nursing
home admission*

Things you should bring to the Emergency Department or have available at all times

- Medication list
- Names and phone numbers of all of your health care providers and what their specialties are
- Medical history (surgeries, procedures, etc. and dates)
- Family phone numbers — home and cell
- Allergies or adverse reactions to medication, food or your environment
- Power of Attorney and/or Living Will papers
- Insurance cards or information
- Pharmacy phone number

If you are staying in the hospital, you may want to have your family bring in the following:

- Health Care Proxy, Power of Attorney and/or Living Will papers
- Insurance cards, Medicaid card and/or Medicare card
- Glasses, hearing aids if you did not bring them
- Assistive devices, such as a walker or cane
- Dentures if you didn't bring them
- Toothbrush and toothpaste
- Comb or brush
- Notebook and pen
- Other items you feel would make you more comfortable (robe, slippers, etc.)
- Soothing entertainment items such as music, radio, books, magazines or puzzle books
- Favorite blanket



NICHE • NYU RORY MEYERS COLLEGE
OF NURSING • www.nicheprogram.org

© 2017 NICHE All rights reserved.