

A photograph of a hospital room. In the center is a gurney with a white sheet and pillow. To the left is a tall metal cabinet with many drawers. To the right is a medical monitor on a stand. The walls are light green and white.

NorthCrest health

Great Care, Right Here

WINTER 2007

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Without the Wait

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A publication of
NorthCrest
MEDICAL ♦ CENTER



CEO LETTER >>

I WOULD LIKE TO WELCOME you to NorthCrest Medical Center's first issue of our redesigned quarterly magazine, *NorthCrest Health*. This magazine was developed to be your guide to health and wellness advancements here at your community hospital. We are proud to kick off our redesign with an issue solely dedicated to our new emergency department.

I would also like to mention a few other projects that we have completed this year: The NorthCrest Medical Office Building in Pleasant View, Tennessee, is providing much-needed services, including cardiology, computed tomography (CT) scans, family medicine, general surgery, internal medicine, OB/GYN, orthopaedics, pediatrics, physical therapy, and X-rays. Also new is the NorthCrest Wound Healing and Hyperbaric Center specializing in the treatment of complex and non-healing wounds.

We here at NorthCrest hope you enjoy this issue of *NorthCrest Health*.

Sincerely,

Scott Raynes
President & CEO

Introducing Your New Emergency Department

After months of hard work, NorthCrest Medical Center has opened its newly renovated emergency department (ED) to ensure you continue to receive the care you need.



Why Wait?

At NorthCrest Medical Center, we're proud to offer some of the lowest emergency department (ED) wait times in the area. Whereas patients have to wait as long as six hours to be seen by a physician at other medical centers, patients who walk into the ED at NorthCrest are typically seen by an emergency physician or another emergency medicine specialist within 30 minutes. Once brought to a patient room, patients are tested, diagnosed, treated, and discharged within an average of 135 minutes. So when you're facing an emergency situation, come to the hospital you know and trust—NorthCrest. You'll receive the best care possible, 24 hours a day, seven days a week.



WHETHER YOUR SON fractures his wrist in a soccer game, your mother has a heart attack, or you're in an automobile accident, there is only one place you need to turn—NorthCrest. Thanks to our newly renovated and expanded ED, your care is better than ever.

“The NorthCrest community is continuing to grow, so this expansion is a very timely development,” says Mona Kelley, RN, MSN, clinical coordinator of the ED at NorthCrest. “The capabilities of our new ED are enhanced, creating shorter wait times, increased space in patient rooms, and more advanced technology to provide the best care.”

Groundbreaking Service

After nearly five years of planning, groundbreaking on the expanded and renovated ED began in September 2006, and construction was completed in November 2007. Prior to the expansion, the NorthCrest ED was approximately 4,500 square feet and housed 11 patient rooms. Today, the completed ED has 18 patient rooms in an impressive 20,000 square feet of space.

In addition to four times the space, here are a few items that make emergency care at NorthCrest stand out.

Paperless Records—NorthCrest is the only completely digitized ED in Tennessee. This allows all patient tests, treatments, and other medical history to be accessed on a computer in the patient's room without having

to search for a patient's paper records. Ultimately, this saves time and provides vital information to physicians, nurses, and other caregivers.

Bedside Registration—Patients who require immediate medical attention are taken to a patient room as soon as they come

through the ED doors. Once there, care begins, and a registrar uses a bedside computer to register the patient.

“From the waiting room to stretchers and beyond, everything about our emergency department (ED) is new—and patients are reaping the benefits each and every day with advanced technology and lower wait times.”

—Laura Zervas, RN, director of the ED at NorthCrest Medical Center

Imaging and Laboratory—Practically every patient in the ED requires a laboratory test or radiology examination for an accurate diagnosis. At NorthCrest, routine laboratory tests are performed and interpreted within the ED. There is also immediate access to ultrasound, computed tomography (CT), and other imaging tools.

Growing for You

Though NorthCrest's ED is completely renovated and expanded, we're constantly looking for ways to grow our emergency services. From new technologies to an ever-

growing medical staff of primary care physicians and various specialists, NorthCrest is equipped and staffed to handle your next emergency.

“As far as emergency supplies, state-of-the-art equipment, and staff, we surpass other hospitals in the area,” says Eric Morris, MD, FACEP, board-certified emergency medicine physician and medical director of the ED at NorthCrest. “With the administration's dedication to bringing new technologies and staff on board, our level of care continues to improve, which is what our community deserves.” ♦

To learn more about emergency services offered at NorthCrest, visit www.northcrest.com.

Be Prepared

Receiving appropriate and timely medical care in an emergency situation requires a qualified staff, appropriate technology, and a patient with all the right stuff.

Before an emergency situation arises, have the following items readily available to ensure the fastest, most beneficial emergency care possible:

- » insurance information and copy when necessary
- » your primary care physician's name and contact information
- » a list of your current medications (name, dosage, and frequency)
- » personal and family medical history
- » contact information for appropriate family members or friends

For a free medical information card, visit the NorthCrest Medical Center emergency department or Information Desk at the front of the hospital.

» When It's Really an Emergency

How can you tell if your condition requires a trip to the emergency department (ED) at NorthCrest Medical Center or a visit to our Care Center? Here are some tips to help you understand the differences.

EMERGENCIES ARE LIFE-THREATENING events that could lead to serious health complications or death if immediate medical care is not sought. Urgent care situations arise when someone is hurt, but his or her life is not at risk.

“ED visits are more expensive and typically take longer than non-emergent visits,” says Laura Zervas, RN, director of the ED at NorthCrest. “As a result, it’s in a patient’s best interest to use ED visits only for emergencies.”



Emergency	Care Center
Chest pain or shortness of breath	Upper respiratory infections and coughs
Vaginal bleeding during pregnancy	Sore throats
Seizures	Earaches
Serious injuries (head injuries, excessive bleeding, or complicated fractures)	Fever (unless extreme or accompanied by convulsions)
Unconsciousness or altered mental states (confusion or difficulty speaking)	Minor injuries or cuts
Severe burns or electrical shock	Skin rashes
Exposure to poisons	Minor burns
Sudden numbness in extremities	Sprains
Vomiting or coughing up blood	Mild allergic reactions
Sudden blurred vision or loss of vision	Mild asthma



Still Not Sure?

Use the adjacent chart to help you determine when to visit the ED or when to visit the Care Center.

“If all else fails, the most important thing to remember is this: Trust your instincts. If you feel that you need emergency care, don’t hesitate,” says Eric Morris, MD, FACEP, board-certified emergency medicine physician and medical director of the ED at NorthCrest. “If you think your spouse or your child requires emergency care, call 911. After all, nothing is more important than your health, or the health of those you love.” ♦

Located in Building 400 on the NorthCrest campus, the Care Center is open Monday through Saturday from 8 a.m. to 8 p.m. and Sunday from 1 to 6 p.m. No appointment is necessary. Call (615) 382-7284 for more information.

This publication in no way seeks to serve as a substitute for professional medical care. Consult your physician before undertaking any form of medical treatment or adopting any exercise program or dietary guidelines.



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