



Urgent Care at Joint Township District Memorial Hospital improves patient access to quality, after-hours treatment for non-emergency medical care.



WHEN TO SEEK URGENT CARE

Urgent Care performs a valuable healthcare service that's positioned between the doctor's visit and the hospital emergency room. Visit Urgent Care for treatment of the following:

- Abrasions, cuts, bumps or bruises
- Sore throat or ear infection
- Cough, cold symptoms or fever
- Nausea and vomiting that's not severe or debilitating
- Sprains and muscle strains, including back pain
- Minor burns
- Urinary tract infection
- Minor eye injuries
- Small bone fractures

IF YOU ARE UNSURE

Call 911 or go to the Joint Township District Memorial Hospital Emergency Center.

TWO URGENT CARE FACILITIES

Urgent Care at JTDMH

200 St. Clair Street, St. Marys, Ohio

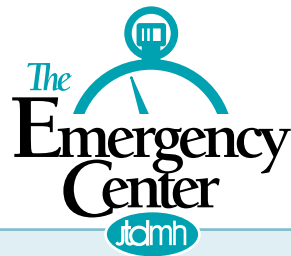
Monday through Friday 5 p.m. to 10 p.m.

Saturday and Sunday 10 a.m. to 10 p.m.

Urgent Care at Wapakoneta Medical Center

812 Redskin Trail, Wapakoneta, Ohio

Saturday and Sunday 10 a.m. to 10 p.m.



The Emergency Center is dedicated to fast, effective emergency care. JTDMH provides the best in emergency services at the lowest possible cost.

DISCHARGE /DISPOSITION

This is the final outcome of your visit.

If you are DISCHARGED:

The physician will prepare your discharge paperwork and instructions. Because these are specialized to every patient, it can take up to 20 minutes to prepare.

Before you leave, the nurse will talk with you to make sure you understand what the doctor wants you to do and how you should take care of yourself at home.

If you are ADMITTED:

You will be taken to your room once your family physician is contacted, a chart is prepared, and an inpatient bed is available and prepared for you.

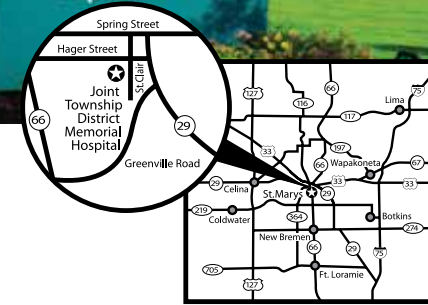


At times when the hospital is busy, the appropriate room may not be available right away. If this should happen, we will do our best to make you comfortable in the Emergency Center and keep you updated on your room status.

BILLING AND PAYMENT

JTDMH does not refuse care to anyone. If you do not have health insurance or need help with payment, please let our staff know.

The amount you pay for your EC visit will depend on your insurance plan and the treatment you receive. You may expect to see fees for emergency physicians, fees for hospital care, or fees for other services.



OUR MISSION

To optimize the health status of those we serve by providing the highest quality, value and service while remaining financially strong.

For more information contact:



JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM

200 St. Clair Street

St. Marys, Ohio 45885-2400

Phone: 419-394-3335 • Toll Free: 877-564-6897

www.grandlakehealth.org

EMERGENCY SERVICES



EXPERT PATIENT CARE

ADVANCED TRIAGE CENTER

ANCILLARY SERVICES



JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



WHAT SHOULD I BRING TO THE EMERGENCY CENTER?

If you or your family has a chance to gather a few items before coming, it will help speed the process if you bring the following items:

1. Your current medications or a list of current medications
2. The name and contact information for your family physician
3. Your most current insurance card
4. Name and telephone number of your emergency contact person

WHEN YOU ARRIVE

Upon arrival, nurses trained in emergency care will ask you questions to learn more about your illness or injury. This is called TRIAGE. The nurse will make a decision based on this assessment to determine if your needs are emergent, urgent, or non-urgent. From here, you will be shown to an exam room or asked to wait in the waiting room.



After triage, our REGISTRATION staff will ask you or your family member for information such as your date of birth, address, phone number, etc. This is to ensure proper identification. We will also need your health insurance information and a signed consent for treatment.



BEGINNING TREATMENT

Once you are in an exam room, you may be visited by physicians, nurses, and patient care technicians. Our team works together to ensure you receive the most complete emergency care possible. The physician and nurses will ask you about your illness or injury, perform an exam, possibly order tests or X-rays, and if needed, speak with other physicians regarding your care. If lab tests are ordered, you may be asked to wait up to one hour while the laboratory completes this test. If X-rays are ordered, you may be taken to the radiology room so the X-ray technologist can obtain pictures that will allow the physician to see inside the body and diagnose what's wrong.

Our team works together to ensure you receive the most complete emergency care possible.

THE EC TEAM

Registered Nurses make up most of the staff in JTDMMH's Emergency Center. We have over 300 years combined emergency nursing experience in our expert level nursing staff.

Physicians at JTDMMH are licensed practitioners trained in a medical specialty. They supervise all the care given in the Emergency Center.



Patient Care Techs support the physicians and nurses to provide your care.

Ancillary Services include lab and radiology staff, respiratory therapists, and others who play vital roles to meet your care needs.

WHILE YOU WAIT

We try our best to see you as quickly as possible, but at times you may have to wait. Reasons why include:

1. There may be more seriously ill or injured patients who need treatment more quickly. Patients are treated based on the severity of their illness or injury. This may mean patients arriving after you will be seen first.
2. You may need to wait for test results before the next part of your treatment may begin.
3. Time is required to transport and complete lab, x-ray, or other tests and treatments.
4. We may be trying to reach your family physician or another specialist regarding your care.
5. We may be preparing your room for you following the discharge of another patient.



6. If you feel you have been waiting a long time without any communication, please ask your nurse to give you an update regarding your care.



To learn more about the EMERGENCY CENTER, call us at 419-394-3335 or visit us online at www.grandlakehealth.org/emergencycenter.