



We value your feedback

We want to provide you the best care based on your needs and choices. Please let us know if there is anything we can do to provide you a better experience during your time with us.

In the next few weeks, you may get a survey about your visit to the Sanford Emergency Department. Please tell us what we did well and how we could do better. Thank you for sharing your experience.

During your stay, if you have feedback about your care, please ask to speak with the **Clinical Care Leader** at **(605) 333-4547**.

Robin Huether RN

Director of Emergency Department, Trauma Services & Clinical AirMed Sioux Falls
605-333-6687

SANFORD[®]
HEALTH

EMERGENCY DEPARTMENT | SIOUX FALLS, SD

**Thank you for choosing
Sanford Health Emergency Department
for your health care needs.**

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While you are waiting

- Your wait time will depend on what brings you in today and how many patients are in the emergency room.
- Please ask before:
 - Eating or drinking - Some tests/procedures require that you have not had anything to eat or drink. Eating or drinking may delay testing/treatment.
 - Using the bathroom (a sample may be needed).
- We understand that waiting can be difficult when you are not feeling well. Please let us know if there is anything we can do to make you more comfortable.

When you get to your room

To allow us to provide the best care possible:

- You will be asked to undress and change into a hospital gown.
- We will take your blood pressure, heart rate, breathing rate, and temperature.
- We will ask about your health history and current medications you are taking.
- We will be asking questions related to your safety and well-being.
- Please turn off your cell phone when a provider comes into your room.
- Press your call light if you need help or have questions.

Our promise to you

- We will greet you and your family.
- We will update you if your wait time will be longer than expected.
- We will **always** ask your name and birthday before giving treatments, medication, or doing tests.
- We will check and scan your name band before drawing your blood or giving medication.
- We will **always** wear gloves and clean our hands often to prevent the spread of germs.

Family and visitors

To respect our patients' privacy and safety:

- Please limit visitors to two at a time.
- Visitor badges **must** be visible at all times.
- Children **must** be with a responsible adult at **all** times.
- Tobacco use, alcohol, and weapons are **not** allowed on hospital grounds.
- Visitors may be asked to leave the room when cares for the patient need to be done.

When you go home

- We will review your home instructions with you prior to you leaving.

This will include:

- Information about your condition.
 - Any follow-up appointments.
 - Contact information to use if you have questions or concerns.
 - Any restricted activities like driving, work, or housework.
 - Any medication changes.
- If you have any questions about these things or anything else, please ask your provider or nurse before you leave.

If you are admitted to the hospital

- You will be taken to a room as soon as we have one available for you. We will keep you updated on your wait time.
- We encourage your family members to go with you. They may be asked to wait in the waiting room while you get settled into your room.
- Please bring your home medications with you if you have them.
- Please send your valuables home with your loved ones.