



Banner Good Samaritan Medical Center

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Emergency Care Services

The Emergency department at Banner Good Samaritan Medical Center is one of the busiest in Phoenix. Adults and children are cared for by board-certified physicians and an experienced nursing and support staff that is well equipped to diagnose and treat your specific injury or illness.

Banner Good Samaritan is home to a Level I Trauma Center designed to treat the most serious, life threatening injuries. The five-bed trauma unit has a team of trauma specialists on-call 24-hours a day and a dedicated hospital resources for the management of trauma patients throughout all aspects of their care, including resuscitation, acute care and rehabilitation.

Our Emergency department is also the medical home for MedAire's MedLink 24/7 Global Response Center, a unique service that provides emergency consultation for numerous air, ground and oceanic travel providers.

What to Expect

Upon arrival, patients check in at the triage desk and receive an identification bracelet. The triage nurse interviews each patient for a brief medical history and the reason for their Emergency department visit. The nurse also provides a brief exam which includes checking blood pressure, pulse, respiration, oxygenation and temperature. The triage process helps determine the severity of the patient's condition to assure that the most urgent patients are seen by the physician first. The triage nurse may initiate limited diagnostic tests in order to smoothly expedite a patient through the treatment process.

Next, the registration process is completed by providing the necessary information to begin the medical chart. The patient may also receive some

initial testing to diagnose the problem. If available, patients will be directed to a private exam room. Otherwise, patients are asked to wait in the lobby area until their name is called. It is important that patients or family members notify the triage immediately if symptoms change or worsen.

The testing process continues once the patient enters the treatment area. While the physician directs patient care at all times, other members of the care team who support the physician, including registered nurses, physician assistants, registered nurse practitioners, respiratory therapists, emergency or radiology technicians, or social workers, may be providing care as well. Often there are a variety of tests that need to be done to correctly diagnose and treat a patient's condition. Getting the results from these tests may take time, but they help us confirm that we are providing the right treatment and medical advice.

After treatment, the emergency physician re-evaluates the patient. Based upon test results, patients may be discharged home or admitted to the hospital. Any hospital admission and on-going care will be directed by the patient's private physician, a hospitalist (a doctor who works in the hospital and can closely monitor your care following your admission) or one assigned by the Emergency department for specialty care (such as a cardiologist or neurologist).



Patients who are treated and discharged home are provided with complete after-care instructions to follow. It is very important that patients follow up with their private physician. (If you don't have a personal doctor, we can recommend one for you.)

Information for Visitors

At Banner Good Samaritan, we recognize the therapeutic benefit of having a trusted friend or family member by your side during a medical emergency. In most cases, one visitor at a time is allowed at your bedside. This will allow your medical needs to be met and privacy maintained. Relatives and friends are asked to remain in the emergency lobby area unless their presence is absolutely necessary for your care. Staff will keep friends and family informed about your care and treatment as much as possible. Parents may accompany their children throughout the treatment process.

Language and Interpretive Services

Communication plays a key role in your successful course of treatment in the Emergency department. Language and interpretive services, including 24-hour certified Spanish language interpreters, for non-English speaking patients are available. Please ask your nurse or Emergency department receptionist about these services.

Guest Services

If you are waiting in our Emergency department for a family member or friend, please let the receptionist know if you leave the area for a time period. The receptionist can also direct you to nearby services, including pay phones, cafeteria, ATM machine, gift shop and hospital billing services.

Frequently asked questions

Why did another patient go ahead of me?

During your initial assessment, the triage nurse determines your acuity level based on vital signs, chief complaint and overall assessment. Patients whose acuity may be life threatening are seen first. The Emergency department has four different treatment areas. You may be waiting for a particular treatment area (example: Pediatrics or Procedure Room).

Is paperwork more important than my care?

We will never delay care to complete paperwork, however the registration interview is a very important part of your visit. Our patient services representative must create or identify your patient history file and issue a medical record number and account number specific to you. These numbers are then sent electronically to the Lab, Medical Imaging and other hospital areas that perform work on your behalf. It is important that these professionals take the time to enter the information accurately. Our Medical Records department will maintain all records related to this visit for many years.

What am I waiting for?

In the waiting room, you may be waiting for an examination room or a room in the urgent care area. While in the treatment area, you may wait for lab results and/or radiology tests, or perhaps consult calls from physicians or insurance companies coordinating your care.

There are many services available in the Emergency department, but the number of patients needing these services may also create a delay. In the Phoenix area, all Emergency departments tend to be busiest during evening hours and weekends.

If you have a serious illness or injury, such as a heart attack or stroke, you may need to be admitted to the hospital for ongoing care. In the event that the hospital is full, there may be a delay until a room becomes available. You will be cared for in the Emergency department until your room is ready.

Why can't I eat or drink while I'm waiting?

You might be asked to refrain from eating or drinking because your physical condition may require testing or surgery. After the physician evaluates you, please check with the physician or your nurse about eating or drinking.

Why can't you tell me what this will cost?

Unfortunately it would be impossible for us to accurately estimate the charges for your visit. After the physician evaluation occurs he or she dictates a report describing your care. Once the report is transcribed, charges are electronically posted to your account. The charges can be obtained in about 2-3 days after your visit. If you are insured, your provider may be able to give you an estimate of out-of-pocket charges to you.

The Emergency departments at Banner Health are required by the Federal Emergency medical Treatment and Labor

Act (EMTALA) to medically screen each patient to determine his or her need for emergency medical treatment.

If the patient has an emergency medical condition or is in action labor, EMTALA mandates that the medical center provide stabilizing care within its capabilities regardless of the patient's ability to pay.

