



Banner Estrella Medical Center

9201 W. Thomas Road
Phoenix, AZ 85037
623-327-4000
www.BannerHealth.com



Emergency Department

The Emergency Department at Banner Estrella Medical Center is staffed and equipped to treat a wide variety of medical emergencies.

A Level II trauma center, Banner Estrella has:

- 32 Acute Care beds
- 2 Major Treatment Suites

Adults and children are cared for by board-certified physicians and registered nurses certified in both Adult and Pediatric Advanced Life Support. Emergency technicians and members of other specialty areas are also a part of the Emergency Department team.

The entrance to the Emergency Department is located on the northeast corner of the Banner Estrella campus. A base station for several West Valley emergency medical service paramedic units, the Emergency Department also features a helipad for emergency air transport. Additionally, certified Spanish language interpreters are available to assist staff and patients seven days a week.

The Emergency Center Experience

Our goal at Banner Estrella Medical Center is to treat all patients as thoroughly as possible and as soon as possible.

Walk-in patients are required to sign in at the Patient Registration station, where a

Rapid (Quick Look) Triage nurse will perform an initial assessment, which includes a determination of the reason for the visit and a set of vital signs. Patients are triaged based on the nature of their emergency, not the order of arrival.

Patients in the waiting room should notify the triage nurse immediately if they notice any change in their condition.

Non-critically ill patients will be tracked through the hospital's STAR Zone process. This unique process allows non-critical patients to be assessed and treated as quickly as possible. In the STAR Zone, a physician or physician's assistant will do a more thorough exam and determine the patient's health care needs.



The Banner Estrella Medical Center Emergency Department will work to see all patients as quickly as possible.

Our Mission:

We exist to make a difference in people's lives through excellent patient care.

During the exam, the health care provider will obtain the patient's medical history and may decide to speak with a patient's personal physician. It may be necessary to order blood tests, X-rays or other tests.

If the health care provider requests additional tests, lab work, X-rays or an EKG, patients will be sent for their additional tests and then returned to the Transition Lounge, where they will again visit with a health care provider to find out the status of any tests. Many problems can be diagnosed and treated in the Emergency Department.

Based on the test results, a patient may be discharged with physician instructions or admitted to the hospital. If no additional tests are requested, a patient will be discharged immediately after seeing the health care provider with the health care provider's "After Care" instructions. A nurse or physician will review these instructions with the patient. It is extremely important for patients to follow these instructions carefully. Treatment given on an emergency basis is often just the first step in the treatment process, and follow up visits with a personal physician is usually advised.

Patient Registration will initiate registration in the main waiting room. After a physician sees the patient, the registration staff will complete the registration process. During registration, the patient will be asked to provide information such as a home address, insurance information and employer information. Patients also may be asked to sign forms such as Conditions of Admissions, Financial Agreement or other forms required by insurance carriers. Patient registration will collect co-pays, deductibles or self-pay payments at this time.

Technologically-Advanced

Banner Estrella Medical Center and its Emergency Department is fully electronic, utilizing an electronic medical records system to ensure quick, accurate and safe care for all patients.

Bedside computers allow nurses and physicians to assess injuries and medical conditions, order the necessary tests and provide the best quality care for the patient as rapidly as possible. Information from previous visits can be quickly accessed to provide a better picture of the patient's current condition.

Understanding the STAR Zone process

To care for our patients as efficiently as possible, Banner Estrella has created a process called the STAR Zone. Walk-in patients will receive Express Registration to gather basic patient information. A Rapid (Quick Look) Triage nurse will perform an assessment. In critical cases, the patient will be moved immediately to a critical care area. Less emergent patients will be sent to the appropriate STAR Zone area.

Each STAR Zone has a health care provider who will perform an exam and determine each patient's care needs. If additional tests are required, such as lab work, X-rays or an EKG, patients will be moved to the Test Wait Room. If no additional tests are requested, a patient will be discharged immediately after seeing the health care provider.

After tests are performed, patients will be taken to the Interim Lounge or a bed if available, where they will again visit with a health care provider to find out the status of any tests. From there, a patient may be discharged with physician instructions or admitted to the hospital.

