



Banner Gateway Medical Center



Emergency Services

The Emergency department at Banner Gateway is proud to serve the emergency care needs of residents in the East Valley.

Featuring board-certified emergency physicians, specially trained nurses and support staff, our next-generation Emergency department is well-equipped to diagnose and treat an array of illnesses and injuries. We deliver exceptional emergency care that yields the best outcomes.

We recognize that emergencies are not planned and are often stressful. Therefore, we work hard to ensure visits to our Emergency Department go as smoothly and quickly as possible.

To best serve our patients, we use a process that ensures they receive the most appropriate care as quickly as possible. Patients experiencing less emergent conditions first receive rapid assessment before being directed to specific treatment or diagnostic testing areas within the department.

Please remember that patients with serious injuries or illnesses are given priority over other patients. As a result, the time from arrival to seeing a physician may vary.

Communication is vital to successful emergency care. Interpreter services are available. Please ask your nurse or the receptionist about these services.

When to visit the Emergency Department

Not sure when you should go to the Emergency Department? The American College of Emergency Physicians (ACEP) provides the following warning signs that may indicate a medical emergency and signal when you should proceed to the nearest Emergency department.

- Difficulty breathing; shortness of breath
- Chest or upper abdominal pain or pressure
- Fainting, sudden dizziness, weakness
- Changes in vision
- Confusion or changes in mental status
- Any sudden or severe pain
- Uncontrolled bleeding
- Severe or persistent vomiting or diarrhea
- Coughing or vomiting blood
- Suicidal feelings
- Difficulty speaking
- Shortness of breath
- Unusual abdominal pain

The ACEP also notes that “children have unique medical problems and may display different symptoms than adults. Symptoms that are serious for a child may not be as serious for an adult. Children may also be unable to communicate their condition, which means an adult will have to interpret the behavior. Always get immediate medical attention if you think your child is having a medical emergency.”

What to expect

Whether you or a loved one is ill or has an injury that needs immediate attention, it is helpful to understand the process that takes place when visiting the Emergency department.

Step 1: Greet Nurse

Upon arrival, patients are greeted by a registered nurse and a registration clerk. The greet nurse asks the patient a few screening questions regarding the reason for their visit. The registration process begins by providing just the necessary information to begin a patient's medical chart. Each patient receives an identification bracelet.

Step 2: Quick Look

The greet nurse may ask a few more screening questions while obtaining the patient's blood pressure, pulse, respiratory rate, oxygenation, temperature, weight/height and allergies. Our goal is for patients to move directly to a treatment room after this step. If there is a delay in a room assignment, the nurse may complete a more thorough exam and initiate limited diagnostic tests in order to smoothly move patients through the treatment process.

Our Emergency Department uses a *Door to Door* patient flow process to ensure critical patients are taken directly from the Greet area or ambulance entrance to the acute care area for immediate medical attention.

Step 3: Treatment

In the Emergency department, physicians direct patient care at all times. Other members of a care team, which may include a registered nurse, registered nurse practitioner, respiratory therapist, licensed practical nurse, physician assistant, medical or radiology technician, physical therapist or social worker, support the physician providing care.

Often, a variety of tests need to be performed to accurately diagnose and treat a patient's condition.

Step 4: Complete Registration

A registration clerk will visit the patient in the

treatment area to complete demographic information, such as address and phone number, and obtain insurance information.

Step 5: Re-Evaluation

After treatment, the Emergency physician re-evaluates the patient. Based on test results, patients may have more tests ordered, be discharged or admitted to the hospital for further medical care. Any hospital admission and on-going care will be directed by the patient's private physician or one assigned from the Emergency Department's roster of on-call specialists.

Step 6: Going Home/Discharge

Patients who are treated and discharged are provided with complete after-care instructions. It is important that patients follow up with their private physician. If you do not have a personal doctor, we can recommend one for you.

Additional Tips

To speed up the process and help the health care team treat you or your family member, it is helpful to bring a list of current medications and known allergies, as well as insurance verification.

You may also want to bring any activities or materials that might help pass time or entertain young children.

Visitor Amenities

Visitors who accompany patients to the Emergency Department are welcome to stay with patients during their treatment. Visitors are encouraged to use the indoor lobby with a dedicated children's area, Emergency Garden just outside the lobby and vending machines during their visit. From 6:30 a.m. to 7 p.m., the Canyon Café and Beyond the Bean espresso bar are open for refreshments. Patients should not eat or drink until after being seen by a nurse.

