



Banner Baywood Medical Center



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Emergency Care Services

Life is unpredictable. That's why the Norma E. Mercer Emergency department at Banner Baywood Medical Center is here to help you handle life's unforeseen events. From playground injuries to automobile collisions, from minor injuries to life threatening conditions the qualified and dedicated medical personnel are here to help you with any emergency.

The Emergency department is named in grateful recognition and appreciation for East Valley community leader Norma E. Mercer who campaigned for accessible and full-service healthcare facilities as the East Valley began to grow and develop.

Featuring Board-certified emergency physicians, specialty trained nurses and support staff, the Emergency department at Banner Baywood is well equipped to diagnose and treat your specific injury or illness.

What to Expect

Our commitment at Banner Baywood is to treat your medical condition as thoroughly as possible and as soon as possible. However, due to the very nature of emergency care, delays can occur.

Upon arrival, patients check in at the Greet Desk and receive an evaluation. The Greet nurse interviews each patient to learn more about the reason for their Emergency department visit. The Greet Nurse will check the patient's blood pressure, pulse, respiration, temperature and oxygen level. While the patient is being assessed by the Greet Nurse, the Registrar will complete a "quick registration" and ask the patient for some basic demographic information including the name of their family doctor. This information is needed

so that an identification bracelet can be generated and the patient can be entered into the electronic tracking system. This helps to ensure identification of the patient & safe patient care. After the Medical Screening Exam has been completed, additional registration information will be requested.

The Greet process helps determine the severity of the patient's condition to assure that the most urgent patients are seen first by the physician. If available, patients will be directed to an exam room. Otherwise, patients are asked to wait in the lobby area until their name is called and a further fuller assessment from both a nurse and a physician will be performed. It is important that patients or family members notify the nursing staff immediately if symptoms change or worsen before the further, more detailed assessment is commenced or completed.

The ED physician directs patient care at all times and will examine the patient and determine the treatment plan. However, other members of the care team will also be providing care. The team members include a registered nurse, physician's assistant, registered nurse practitioner, medical or radiology technician, physical therapist, respiratory therapist or social worker. Often there are a variety of tests that need to be done to correctly diagnose and treat a patient's concern.

After treatment or tests, the emergency physician will re-evaluate the patient. Based upon treatment or 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 or one assigned from the Emergency Department's on-call specialists.

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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 primary physician.

Information for Visitors

At Banner Baywood, 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 the 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 & Interpretive Services

Communication plays a key role in your successful course of treatment in the Emergency department. Language and interpretive services are available. Please ask Emergency department staff about these services.

Guest Services

If you are waiting in our Emergency department for a family member or friend, please let staff know if you leave the area for a time period. For your convenience, here is a list of services available for our guests at Banner Baywood:

Location of phones:

Complimentary phones are available in the waiting areas and all patient care areas. If needed, telephones can be provided at bedside for the use of patients

Cafeteria Location and Hours:

The cafeteria is located on the first floor of the Medical Center, it is open daily:
Breakfast 7 to 10 a.m.
Lunch 11:15 a.m. to 3 p.m.
Dinner 4:30 to 7 p.m.
Late Night Midnight to 3 a.m.

Banner Baywood Heart Hospital also has a small deli located off the main lobby, which is open from 6:30 a.m. to 4:30 p.m.

Vending machines are available in the Emergency department and in the cafeteria and deli 24 hours a day.

ATM Machine:

An ATM is available on the first floor of the Medical Center and another is located in the lobby of Banner Baywood Heart Hospital. Please ask a staff member to direct you.

Gift Shop Location and Hours:

The Gift Shop is located on the first floor of the Medical Center. It is open daily from 8 a.m. to 8 p.m.

Frequently asked questions

Why did another patient go ahead of me?

During your initial assessment, the Greet or Assessment nurse determines your acuity level based on vital signs, chief complaint and overall assessment. Patients whose acuity may be life threatening are always seen first.

Can we skip the paperwork?

We will never delay care to complete paperwork. But, the "quick registration" interview is a very important part of your visit. Our patient services representative must create/identify your patient history file that will issue a medical record number and account number specific to you. These numbers are then sent electronically to the Lab, X-Ray, Blood Bank and remain your specific lifetime numbers. 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 a room. While in the treatment area, you may wait for lab results, and/or radiology tests, or perhaps return calls from physicians or insurance companies coordinating your care.

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.

All Banner Healthcare Emergency Departments 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 active labor, EMTALA mandates that the medical center provide stabilizing care within its capabilities regardless of the patient's ability to pay.