



Banner Health  
**McKee**  
Medical Center

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## Emergency Care Services

Life is unpredictable. That's why the Emergency department at McKee Medical Center is here to help you handle life's unforeseen events. From playground injuries to larger mishaps or even managing an ongoing illness, the qualified and dedicated medical personnel are here to help you with any emergency.

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

### What to Expect

Our commitment at McKee Medical Center is to treat your medical condition as thoroughly as possible and as soon as possible. We have implemented the "Door 2 Doc" patient flow process which has streamlined our process and enables our patients to see the physician within a shorter time frame. However, due to the very nature of emergency care, delays can occur.

Upon arrival, a registered nurse performs an initial assessment on each patient. This is called "triage." The nurse interviews each patient for a brief medical history and the reason for their emergency center visit. The nurse also provides a brief exam that 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 first by the physician. 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 nurse immediately

if symptoms change or worsen. When this initial assessment is complete, patients are then registered.

To initiate the medical record or chart, patients will be asked for their home address, previous visit history, and billing information. Patients and/or family members may be asked to sign a Conditions of Admissions, Permission to Treat, and other forms required by insurance carriers.

While the physician directs patient care at all times, other members of the care team who support the physician may be providing care as well. Team members include a registered nurse, advanced nurse practitioner, registered advanced nurse practitioner, licensed practical nurse, physician assistant, medical or radiology technician. Often there are a variety of tests that need to be done to correctly diagnose and treat a patient's concern.

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 hospitalist physician on staff in conjunction with the patient's private physician or a physician assigned from the Emergency department's on-call specialists.

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.

### Information for Visitors

At McKee Medical Center, 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 must accompany their children throughout the care 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 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. For your convenience, here is a list of services available for our guests at McKee Medical Center:

**Location of phones:** Pay phones are located near the visitors' entrance lobby, in the Emergency Department lobby and on the second and third floor lobbies.

**Cafeteria Location and Hours:** Visitors are invited to dine in our cafeteria during traditional meal times. The cafeteria offers a wide selection of grill items, hot entrees, daily specials, salad bar, various desserts and beverages. It is located near the main entrance.  
Breakfast: 6:45 a.m. - 10 a.m.  
Lunch: 11 a.m. - 2 p.m.  
Dinner: 5 - 7 p.m.

**ATM Machine:** An ATM machine is located on the first floor just outside of the Gift Shop near the Emergency Department and in the Main Lobby.

**Hospital billing services:** McKee patient financial services department can help answer your insurance and billing questions. The office can be reached at (970) 635-4186.

**Gift Shop Location and Hours:** The Gift Shop is located in the Main Lobby of the hospital. The shop carries a wide variety of items, gifts and flowers. Hours are:  
Mon., Tues., Wed, Fri., 8:30 a.m. to 4:30 p.m.  
Thurs., 8:30 a.m. to 8 p.m.  
Sat., 10 a.m. to 2 p.m.  
Sun., 11 a.m. to 3 p.m.

### 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 different treatment areas. You may be waiting for a particular treatment area.

#### Is paperwork more important than my care?

We will never delay care to complete paperwork. The 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 Laboratory, Medical Imaging (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 Health Information Management Services (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 private room or a room in the pediatric area. While in the treatment area, you may wait for lab results for about an hour, 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.

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

We cannot tell you exactly what the estimated cost will be. 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.

*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.*