

Welcome to the Emergency Room at  
**William Newton Hospital**

Our commitment to you is to provide excellent care. Our ER includes a dedicated team of health professionals experienced in caring for patients with a variety of medical emergencies. We combine technology with compassion in treating approximately 8,500 patients each year.

At William Newton Hospital we consider it a privilege as well as a responsibility to make sure you have a good experience with our hospital. We hope the information in this guide will help you understand what you can expect during your visit to our ER. If you have any questions or concerns, please feel free to contact us.

After this visit you may receive a Patient Satisfaction Survey. Your responses in this survey are an important part of our effort to improve emergency care. Your input will help us recognize and reward our staff who have performed well and who improve our care if we fell short of your expectations.

Thank you for the opportunity to care for you.

**Tara Mullins, RN, MICT**  
Emergency Room Manager



### Professional Services

There may be more than one type of charge resulting from your hospital visit.

During your visit, it may be possible that the specialized skills of other physicians and professionals could be required. You may receive separate billings for these services that are payable directly to these parties.

Examples of these services could be your attending physician or surgeon fees, Anesthesia, Radiology, or Pathology. Questions regarding these billings should be directed to the professional providing such services.

### *Our mission*

*William Newton Hospital is a not-for-profit organization of dedicated individuals striving to meet the ever changing healthcare needs of the communities we serve.*

*William Newton Hospital is dedicated to providing a safe environment for healing and working. Any person who makes physical or verbal threats, uses intimidation, or engages in violent acts on hospital property will be asked to leave the premises. Law enforcement will be notified if necessary.*



## EMERGENCY DEPARTMENT

Level IV Trauma Center

*designated by KS Dept. of Health & Environment*

### Patient Guide



1300 E. 5th Avenue  
Winfield, Kansas 67156

620.221.2300

# Five Important Steps to Medical Care in the ER...

## Step 1: Triage

The triage nurse will examine you to see if your illness is:

- Life Threatening
- Serious
- Less Serious

Please Note: Life threatening and serious situations will be cared for ahead of less serious illnesses or injury. This is why someone who arrives after you may be seen before you. In cases of high patient volume, you may be asked to wait until a room becomes available. If you need assistance during your wait, please notify registration staff.

## Step 2: Registration

During this step, necessary information is obtained, and we begin your patient record. All patient information is confidential.

## Step 3: Treatment

Once you are in the treatment area, further evaluation and care will take place. Patients are treated by the emergency room physician. We will try to make your stay with us as comfortable as possible.

We will keep you informed about your care and welcome your questions. Please remember, the physician may be caring for other patients while you are here.

**Due to COVID-19, you may only have two visitors during your stay.** However, further visitation limits may be set at the discretion of the ER nurses or physicians based on patient census and privacy needs.

## Step 4: Tests

Diagnosing your illness and determining the right course of action will take some time. When tests are ordered, you can expect:

- Basic X-rays - 1 hour
- CT Scan - 2 hours
- Basic Lab - 1 hour
- Medications - 1 hour
- Respiratory - 30 minutes
- Specialty Consultation - 2 to 4 hours

## Step 5: Re-Evaluation

Once your test results are received and analyzed, the physician will re-evaluate your situation. If your symptoms have changed or worsened, please let your nurse or physician know.

Chronic pain issues are best managed by your primary physician who can regularly evaluate treatment effectiveness.

Based on the test results, and how you are feeling at the time, you may be discharged or admitted to the hospital. Your personal physician will be contacted to continue your care if admission is necessary.

If transfer to another facility is necessary, your care will be assumed by the receiving physician upon arrival at the facility. If you are discharged, it is very important to follow up with your personal physician or the physician to whom you are referred. You will receive written home-care instructions. Take all medications as prescribed.

## Upon discharge –

### Please be prepared to:

- Render your co-pay
- If you are private pay, we request a **\$200 payment toward your ER charges**
- If you have no health insurance, you will be given a Financial Assistance Packet. This is an application for assistance with your ER charges. It is your responsibility to complete and return it to our Collections Department within 10 days of service

## Emergency Services

William Newton Hospital provides a number of emergency services including:

- 24 Hour Emergency Room
- 24 Hour ER Physician
- ACLS and ATLS Certified Staff

For more information, please contact us at

**620.221.2300**

