# Emergency Room (ER) and Hospitalization Procedure for Support Staff

*NOTE: In the event that an ISSNY participant is transported via ambulance, ISSNY staff is required to follow the participant to the hospital in order to provide support. ISSNY staff is also required to report any hospitalization to the participant's Circle of Support (COS) immediately. ISSNY staff is encouraged to refer to the participant's Staff Action Plan (SAP) safeguards to learn their required level of oversight.

## Step 1: Emergency Room (ER) Triage

The participant will be prioritized according to the severity of their illness or injury. When you arrive at the ER, you can support the participant with checking-in and answering some basic questions, if needed. The participant will then be classified into one of the three categories:

1. Emergent: An injury or illness requiring immediate attention to avoid risk of life or limb
2. Urgent: An injury or illness requiring attention within four hours
3. Non-Urgent: An injury or illness that has an undetermined time frame for treatment

When the triage nurse examines the participant, he or she may initiate treatment based upon established medical protocols related to the illness or injury, such as x-rays, collecting blood or urine samples, and applying ice packs or wound dressings.

*NOTE: ISSNY staff is permitted to work with the participant during the ER triage process

## Step 2: Medical Examination

Once the participant has been placed in an examination room, a nurse, physician, or physician's assistant will be assigned to care for them. Additional diagnostic lab work or testing may also be performed during this time.

*NOTE: ISSNY staff is permitted to work with the participant during medical examinations in the ER

## Step 3: Disposition

Once testing is complete, a decision will be made to either **admit the participant to the hospital** or to discharge (skip to Step 5).

*NOTE: ISSNY staff is permitted to work with the participant during disposition in the ER

# Step 4: Hospital Admission

If the participant is admitted to the hospital, a physician will be contacted to complete the admission process. The physician should provide information about the condition of the participant and location of a nearby waiting area.

***NOTE:** **ISSNY staff should not be working with the participant once they are admitted to the hospital**

*NOTE: All hospital admission dates must be reported to ISSNY via email qualityassurance@issny.org

# Step 5: Discharge

When the participant is discharged, instructions for their care (i.e. discharge plan) and follow-up with a physician will be provided.

*NOTE: ISSNY staff can resume working immediately following the participant's hospital discharge

*NOTE: All hospital discharge dates and plans must be provided to ISSNY via qualityassurance@issny.org

Information adapted from: https://bonsecours.com/richmond/our-services/emergency-services/emergency-room-process

If you have any questions regarding this ER and Hospitalization procedure, please contact the ISSNY QA/CC department, via phone (833-477-7287) or email: qualityassurance@issny.org

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