

Frequently Asked Questions about the Emergency Department or Urgent Care at



Who decides if I will be seen in the Urgent Care or the Emergency Department?

All patients are seen by the Triage nurse and put in order to be seen. This depends on their symptoms and how many tests will be needed. Patients older than 6 months of age with minor illnesses/injuries and who require simple testing can be seen in Urgent Care (UC). Patients who require more testing, who are less than 6 months old, or who have complicated medical histories will be seen in the Emergency Department (ED).

When is Urgent Care open?

Urgent Care is open from 11 am to 8 pm Monday through Friday, and 8 am to 5 pm on the weekends and holidays. Depending on how busy the Urgent Care is, we may not be able to see all patients who have requested Urgent Care services, especially those who arrive after 7 pm on weekdays or 4 pm on weekends and holidays.

When will I be placed in a room?

The most serious illnesses/injuries are seen first, no matter who arrived first. Patients who are sicker **will be seen first**. We will take you back to a room right away unless none are available; then we will ask you to wait in the Waiting area. If you start to feel worse in the Waiting area, please let the Triage nurse know right away.

Can my family be with me in my room?

Your privacy is important to us. Let your nurse know if you would like your family members/support person with you and we will bring them back.

Who will take care of me during my visit?

In the Urgent Care, you will be cared for by Nurse Practitioners (NP's), Physician Assistants (PA's), and Licensed Practical Nurses (LPN's). In the ED, doctors and Registered Nurses (RN's) provide care for you. Ward Clerks and Unit Assistants also are a part of the health care team in both areas.

What if I need to use the restroom? What about eating or drinking?

Please do not use the restroom without talking to your nurse first, since you may need to provide a urine or stool sample. Please do not eat or drink anything unless you have talked to your nurse. An empty stomach is needed for many medical tests. Your family may use the vending machines located in the waiting area.

When will I find out what kind of medical treatment I need?

Our nurses will start any treatments they can to make you more comfortable until a medical provider sees you. They will talk with you about your illness and medical history so that we can start the right kind of testing and treatment. How long you have to wait will depend on what kinds of tests and treatments you need.

How long will I have to stay in the Emergency Department or Urgent Care?

We are lucky in Minnesota. Our ED waiting times are about half of the average time around the rest of the country. Still, you can expect to be in the ED about 3 hours, and in the Urgent Care about an hour. We will do everything we can to get you the care you need in a timely manner.

Discharge to home:

You will get written discharge instructions and may be asked to stop at Financial Services if you have an insurance co-pay. Make sure you ask us if you need a note for work, school, or gym class. You may receive prescriptions, or if pharmacies are closed, a starter pack of medications from our hospital pharmacy.

Admission to the hospital:

We will explain why you need to be admitted. The ED health care team will continue to provide care for you until a room is available for you in the hospital. Your nurse will communicate your care needs to your next nurse in the hospital, and you will be taken to your room in your bed or a wheelchair.

Questions or concerns?

The quality of your visit is very important to us. If you have concerns or comments about your visit, please speak with your nurse or medical provider. You can also contact either: Manager Kelly Lawson 362-6561 or Administration, 362-6656.

Thank you for choosing our Emergency Department and Urgent Care.