



UCLA Health emergency department (ED) doctors, nurses and support staff understand that medical emergencies can be stressful and disorienting. We follow rigorous protocols and guidelines to ensure that all patients receive the highest quality and safest care, as quickly as possible.

We've designed this guide to help you understand the ED process and the stages of your visit so that you have a better experience.

# STAGES OF YOUR VISIT

Your visit to the ED will include the following stages:

## Stage 1: Triage

### Documenting your condition and determining your path for care

- A registration clerk checks you in and creates your medical record.
- A triage nurse reviews your symptoms and determines how we should begin your care.
- Your temperature, heart rate, breathing rate and blood pressure are measured.
- You will be moved to a treatment area based on the severity of your illness, bed availability and your estimated wait time.

## Stage 2: Evaluation

### Coordinating your care and treatment

- You are welcomed to an ED treatment area.
- A doctor and nurse will be assigned to provide care for you, coordinate efforts across your care team and keep you informed during your visit.
- Your doctor may recommend certain tests to help diagnose your condition.
- Tests may include blood or urine tests, X-rays or an EKG of your heart.
- Additional, specialized tests may include ultrasound, CT scan or MRI.

## Stage 3: Registration

### Your care and treatment confirmation

- A registration clerk will visit you in the treatment area to confirm your address, your primary care doctor, your insurance information and your preferred pharmacy.

## Stage 4: Treatment

### Your care team provides treatment

## Stage 5: Discharge

### If your care and treatment is complete

- When your evaluation is complete, your treatment team will review your test results, diagnosis and any plans for follow-up care with you.
- You will receive a copy of your discharge instructions before you leave.
- If your doctor recommends a prescription medication, it will be sent electronically to the pharmacy of your choice.
- You will have the opportunity to ask your nurse or medical provider any questions and address any concerns.

## Stage 5: Hospitalization

### For those who need to be hospitalized

- Sometimes, hospital care is required following an ED visit. If you are admitted to the hospital, please let the person know if you need assistance with phone calls to family members to help you to prepare for your stay.
- UCLA Health doctors care for patients at four hospitals. Your care team may discuss options for inpatient care or observation at:
  - Ronald Reagan UCLA Medical Center
  - UCLA Santa Monica Medical Center
  - UCLA Mattel Children's Hospital
  - Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA
- Your health plan may request that you be transferred to an outside hospital. Your care team will discuss this with you to keep you informed so you can plan ahead prior to hospital transfer.

1. Triage

2. Evaluation

3. Registration

4. Treatment

5. Discharge or  
Hospitalization

## Your Care Team

Our ED team members wear color-coded scrubs for easy identification.



## Badge Info

In addition to clothing identifier, each team member wears a UCLA ID badge that includes their name and their role.

## After Your ED Visit

Please follow your discharge instructions after you leave and complete all recommended follow-up visits. If you do not have a primary care doctor, please speak to a case manager before you leave the ED to ensure you have a plan for follow-up care.



## COVID-19 Guidelines

All patients and visitors are required to wear a mask that covers the mouth and nose.

For more information, visit

[uclahealth.org/conditions-we-treat/coronavirus/visitor-guidelines](https://uclahealth.org/conditions-we-treat/coronavirus/visitor-guidelines)

## Get 24/7 access to your health information with myUCLAhealth

During your ED visit, log in to our patient portal, myUCLAhealth, to:

- View your latest test results
- Review your medications and request prescription refills
- Message your UCLA Health doctors
- Schedule follow-up appointments

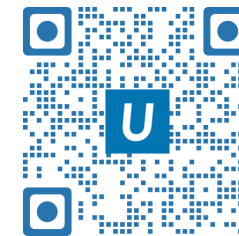
Log in to your account now: [my.uclahealth.org](https://my.uclahealth.org)

Learn more and download the app:

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# YOUR EMERGENCY DEPARTMENT GUIDE

What to expect during your visit

