

## Welcome to The Watkins Center Emergency Department at Heywood Hospital

Our mission is to be our communities' trusted choice for exceptional patient-centered care. We strive to deliver emergency care services of exceptional quality, safety and efficiency with compassion and respect.

The Watkins Center, a gift from the Watkins Family Foundation, was established in December 2010 and is a 72,000 square foot addition to the hospital, which contains our state of the art 20 bed Emergency Department (ED). The Garrison Suite, adjacent to the ED provides immediate access to state-of-the-art imaging with two CT machines, Ultrasound, and X-Ray imaging equipment.

The ED has emergency medicine physicians and practitioners available around the clock to care for patients who are experiencing acute illness. Qualified staff trained in advanced life support and critical care work as a team to provide prompt efficient care. Specialty physicians and equipment are available for patients presenting with the need care. The ED at Heywood Hospital is a certified stroke center, we utilize telestroke and our partnership with UMASS Medical Center in Worcester to provide prompt identification and treatment for patients presenting with stroke.

While our goal is to care for our community close to home, there are times when highly specialized services are required. In these cases patients may be transferred to a larger hospital by ambulance or helicopter.

### Smoking Policy

Heywood Hospital is a smoke-free facility. There is no smoking allowed on the Heywood Hospital grounds, or within 200 feet of the hospital's campus. If you or your loved one is looking for resources to quit smoking, Heywood Hospital does offer smoking cessation meetings and support.



### Important Phone Numbers

Main Hospital Number: (978) 632-3420  
Emergency Department: (978) 630-5043  
Patient Registration: (978) 669-5600  
Community Relations: (978) 630-6248

*For more information about the Watkins Center, please visit [heywood.org](http://heywood.org)*



242 Green Street, Gardner, MA 01440  
(978) 632-3420 | [heywood.org](http://heywood.org)



## The Watkins Center Emergency Department

What to expect during your visit



# Frequently Asked Questions about Emergency and Acute Services

## 1. What happens first?

Upon arrival, you will be asked to give your name to our Volunteer or Registration Clerk at the front desk. This will begin the process for you to be seen in the Emergency Department (ED).

After signing in, you will be called by a Nurse who will begin an assessment including your vital signs. The information collected will be put in the computer as part of your permanent medical record. Once in a treatment room, another Nurse, followed by the ED provider will ask you more detailed questions.

## 2. What does the triage nurse do?

Triage is a French word that means “to sort”. The role of the Triage Nurse is to make sure that the patients with the most serious injuries or illnesses are seen first. We do not see patients according to the time they arrive in the Main ED. Patients are triaged according to the seriousness of their injury or illness.

As soon as an appropriate room is available, you will be taken to a treatment room. If a room is not available, you may be asked to wait in the waiting room. If you are asked to wait, please notify the Triage Nurse or Volunteer of any change in your condition.

## 3. What is Fast Track?

Fast Track is where patients with less acute injuries or illnesses can be seen more quickly. Fast Track operates during specific times daily and is staffed by Nurse Practitioners and Physician Assistants.

Please note that if a patient is appropriate to be seen in Fast Track, he/she may be expedited into the treatment area sooner than patients waiting to be seen in the Main ED.

## 4. Who will treat me in the ED?

The ED team consists of Nurses, Paramedics, Nurse Practitioners, Physician Assistants and Physicians who are all specifically trained in emergency medicine. Many of the Nurses also have other specialty certifications.

A Nurse Practitioner (NP) is a registered nurse with advanced training. NPs are required to have a Master's Degree and must pass a certification exam. They work in collaboration with the ED physician.

A Physician Assistant (PA) is a graduate of an accredited educational program. PAs are nationally certified and state licensed to practice medicine with the supervision of the ED physician. All PAs that work in the Watkins Center have attained their Master's Degrees.

Both NPs and PAs have advanced training in diagnosing, treating and managing injuries and illnesses. They are able to prescribe medications and perform certain procedures. The NPs and PAs at The Watkins Center Emergency Department share similar roles and work as part of a team with the ED physician. In some cases, they will provide all the care you receive, in consultation with the ED physician as necessary.

## 6. Will I have to wait long?

Every effort is made to provide prompt care, but you may have to wait to be seen by the ED provider. You may also have to wait for diagnostic tests such as X-rays and lab tests, and for results to be obtained and reviewed. Your patience is appreciated.

## 7. Will I be allowed to have visitors?

Yes, but the number of visitors in the ED treatment area is kept to a minimum to allow the ED team sufficient space to do their jobs quickly and effectively. This ensures

patients receive the best medical care and maintains an appropriate level of privacy. Every effort is made to keep your loved ones informed of your condition as well as allow them to be with you when possible.

## 8. Will I be allowed to eat or drink anything before being seen?

Please check with the Triage Nurse or Nursing Staff before eating or drinking anything prior to seeing the ED provider. Also, please check prior to using the restroom in case a specimen is needed to assist in your diagnosis.

## 9. Will I receive care instructions before I leave the ED?

Yes, and it is very important that you understand and follow these instructions. If you do not understand the instruction or have questions, please ask! Patients are responsible for their own care after they leave the ED and are strongly encouraged to arrange follow-up appointments with their primary care physician and specialists as directed.

## 10. How can I provide feedback about my visit?

You may be randomly selected to complete a survey about your experience in the ED. It will be mailed to you shortly after your visit. Fill it out and return it in the prepaid envelope. Additionally, a member of the ED staff may call you at home to inquire about your health and visit after discharge.

We also have patient satisfaction cards that you may fill out should you have any feedback that you would like to share immediately. Ask the ED Staff for a card if you would like to complete one. Quality is very important in the ED, and your constructive feedback will help us make your future visits positive ones.