

Speak Up!

We understand the importance of good communication between our patients and the members of our health care team. By sharing your communication and other special needs with us, we can give you the best medical care possible.

Visitors in the Emergency Department

We understand that having a family member or friend undergo treatment in the Emergency Department is a stressful experience. Our primary responsibility is to care for the patient, but we will work to keep you informed and allow you to visit as soon as possible. We ask that you adhere to a few simple requests:

- No more than two visitors are allowed at a time in the examination room
- Visitors are asked to respect all patients privacy
- Parents must remain with their child/children
- Visitors may be asked to leave the treatment area when patient care is involved
- Physicians generally request a one-on-one examination with the patient. You may return to the examination room once the physician completes the exam
- Please restrict cell phone use to outside patient care area
- Phones are available for local calls - Please dial "9" for an outside line

Billing

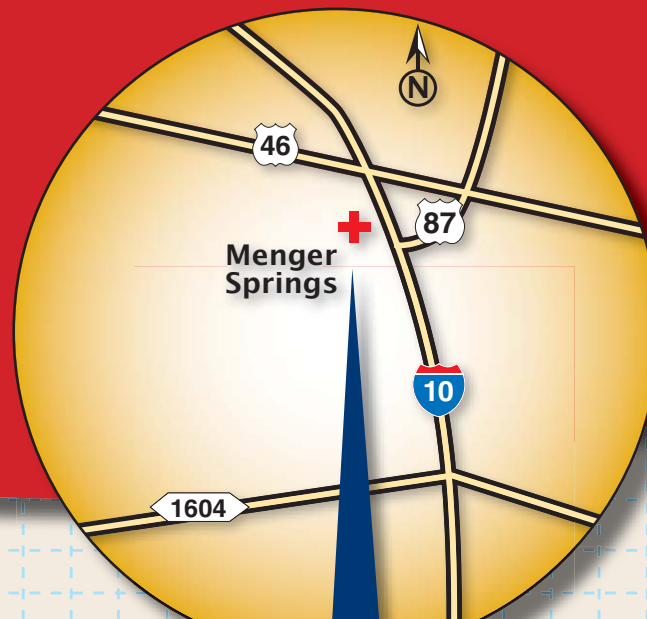
Every Emergency Department patient will receive at least two bills for services. One will contain hospital charges and the other will consist of charges from the emergency medicine physicians. If you require an X-ray, you may also receive a bill from the radiologist.

Everything you need and more!

Boerne's first 24-hour Emergency Department offers emergency care continuously, seven days a week. Our new facility with the capability to process lab work and provide diagnostic imaging, is available to see emergency patients of all ages for medical needs, big and small. From chest pain to ear aches, you can depend on Methodist Boerne Emergency Center to take care of the health care needs of you and your family.

Having a hospital-affiliated emergency department in your community provides you with accessible and convenient care. Our facility provides:

- Emergency medicine physicians
- Emergency-trained staff to treat urgent and emergency situations
- On-call specialty physicians available for consultation
- Rapid triage
- All private rooms
- Bedside registration for convenience and privacy
- 20,560-foot facility that includes 15 treatment rooms:
 - Two trauma/cardiac care rooms
 - Five urgent care/treatment rooms
 - Four fast track non-urgent treatment rooms for minor emergencies
 - Four observation beds designed for monitoring 23-hour observation stay
 - Full range of services including: radiology, laboratory and telemetry
 - Specific on-site diagnostic equipment, including: 16-slice CT scanner; dedicated x-ray suite, ultrasound and telemetry equipment
- A business center to use computers and phone while you wait
- Air and ground transport to San Antonio for critically ill or injured patients
- Direct access to advanced trauma services and expert resources at Methodist Hospital facilities



**Methodist Boerne
Emergency Center**
134 Menger Springs
Boerne, TX 78006
(830) 331-3000

METHODIST BOERNE EMERGENCY CENTER

"Serving Humanity To Honor God"

www.SAHealth.com • www.BoerneHealth.com

METHODIST BOERNE EMERGENCY CENTER

"Serving Humanity To Honor God"

www.SAHealth.com • www.BoerneHealth.com

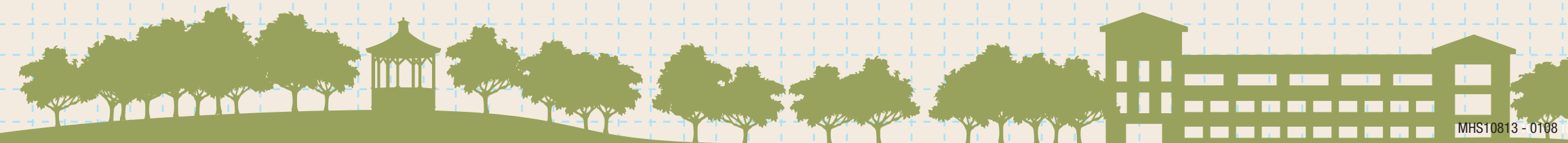
Methodist Quality Emergency Care Right Here at Home



**Boerne's first 24/7, full-service
emergency department for
emergencies big and small**

*A Methodist Hospital facility

MHS10813 - 0108 107



Methodist Boerne Emergency Center*

24/7 Emergency Care in Boerne

How the Emergency Room Process Works

Triage

Triage helps identify and give priority to patients who need immediate care. A registered nurse takes a brief history of your problem and measures your vital signs.

The nurse is responsible for assessing patient's needs. **Patients who arrive with more serious conditions may be treated before you.**



Exam and Treatment

You will be escorted to an examination room and treatment will begin as soon as possible. A physician or physician's assistant will order necessary tests and will try to keep you as informed and comfortable as possible. Results for lab tests take approximately two hours. Your physician will discuss the results with you when the tests are complete and the results are available.



Registration

Registration Representatives will need the following to best serve you:

- Your insurance authorization requirements
- One form of identification
- Co-payment at time of service
- Parent or guardian's consent (if a minor)

Bedside registration is available.

We make every effort to take a patient directly to an examination room.

Should You Need Hospitalization

Should your condition require hospitalization, you will be transferred by an emergency vehicle to a hospital for further care. Our emergency department physicians utilize a Picture Archiving Communications System to electronically transmit diagnostic images from the Methodist Boerne ER to any Methodist credentialed physician's office, specialist or any Methodist hospital emergency room for seamless follow-up care.

You Are Going Home

Upon completion of your medical care in the Emergency Department, you will be discharged. Electronic discharge is available. You will receive the name and number of a follow-up physician and any special instructions for your illness or injury once you leave the emergency room or hospital.



Your Emergency Center Team

Our team of caring and specialized health care professionals ensures that you receive the appropriate treatment of the highest quality. Our team includes:

- Bilingual physicians in emergency medicine
- Registered nurses specializing in emergency care
- Technicians trained in emergency care
- X-ray and laboratory technologists
- Registration representatives

You will also have direct access to advanced trauma services and expert resources at Methodist Healthcare facilities, should your condition require further care.



Registration Requirements

- All patients who arrive at Methodist Boerne Medical Center are entitled to an appropriate medical screening exam, necessary stabilization and transfer, if necessary, to another facility regardless of the patient's ability to pay.
- Certain HMOs (Health Maintenance Organizations) and other managed care insurance plans may require prior authorization or notification within 24-48 hours of an Emergency Department visit. In most cases, it is your responsibility to know your plan and obtain the appropriate authorization or provide notification.
- Insurance co-pays are required at the time of service.
- Please be certain that we have a correct phone number should the need arise for us to contact you later.
- All minors must have a parent or guardian's consent for treatment.
- We will be happy to assist you in any way that we can.

*A Methodist Hospital facility,
©2008, Methodist Healthcare System of San Antonio, Ltd.