

Flow of the Emergency Department

Arrival-Triage/Waiting Room-Medical Evaluation-Admission-Discharge

Challenges that Currently Exist

How YOU, a Volunteer Advocate, can help

ED Volunteer Advocate Training Program
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Emergency Department Volunteer Advocate Training Program

Enhancing Communication between the Patient and the
Healthcare Team



Today you will learn about

- ◆ Overview of the ED
- ◆ Various treatment areas
- ◆ Triage
- ◆ Process and Flow
- ◆ Challenges that currently exist
- ◆ How YOU, a volunteer advocate, can help

Date: _____



Overview of the Emergency Department

Treatment Areas

Main Room:

Team 4 (formerly Urgent Care)



NMH ED Volunteer Advocate Training

Treatment Areas (continued)

Emergency Department Observation Unit:

Diagnostic Testing Areas:

Triage

The process of prioritizing sick or injured people for treatment according to the seriousness of the condition or injury