

ER1 is Proud to Report...



Why Am I Waiting So Long?

We've Cut the Average Waiting Time in Half!

But I wanted to go to ER1. Why am I being sent to Pekin UrgentCare? ER1 costs more, and besides, my doctor told me to go to UrgentCare.

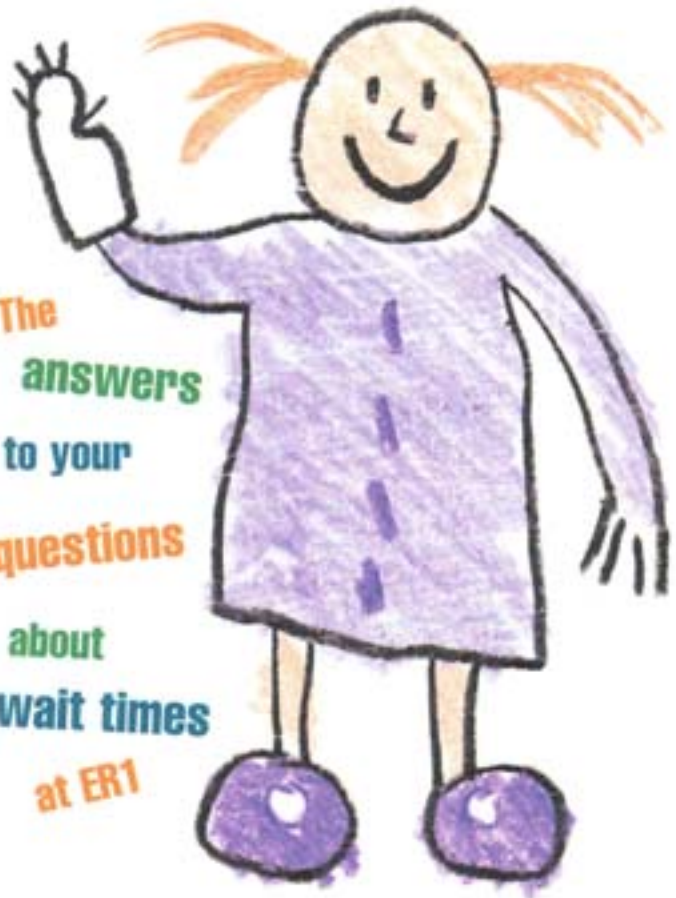
The average time a patient has to wait to be seen at ER1 is less than 30 minutes. That's half the average time patients are waiting to be seen in other Illinois emergency rooms!



While we always do our best to provide prompt medical care, patients still have to wait for treatment sometimes. Do you ever wonder why this is? Well, read on... because it all makes perfect sense when you understand the facts.

A condition that seems minor to you can sometimes turn out to be more serious... and UrgentCare can only treat minor medical problems. That's why we apply the same rules of triage at **PEKIN URGENTCARE** at ER1. We decide which patients need to be treated where and in what order, ensuring that you receive the most appropriate care for your problem.

The answers to your questions about wait times at ER1



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This is supposed to be an emergency room! Why do I have to wait in line to be seen in an emergency room, of all places?



More and more people are coming to emergency rooms – including ER1 – for routine medical care and not just emergencies, causing emergency rooms to become much busier in the last several years. As a result, there are times when we just don't have enough doctors, nurses and rooms to treat all our patients at the same time.

Thankfully, most patients don't have serious medical emergencies (problems that require immediate attention). But determining which conditions are most urgent can become complicated for us, and frustrating for you, the patient! This is where triage comes in.

## What is "triage"?

"Triage" is a fancy word that describes how we decide which patient needs to be treated before another. This is not always easy to decide, but we follow rules that help us make sure "sicker" patients are taken care of first... they're the same rules that other hospitals and emergency rooms use.

The rules of triage that we follow ensure that patients with more serious conditions are treated first. If we decide that another patient needs to be seen before you, it does not mean that we are not taking your problem seriously... just that someone else's medical problem happens to require more immediate attention.

Here's another way to look at it: emergency medical care simply cannot be offered on a "first come, first served" basis. A patient who has suffered a heart attack will

be treated before a patient who has the flu, even if the flu patient arrived first. If you think about it, isn't this exactly what you would want us to do if you or a loved one was ill or injured?



Sometimes it looks like nurses and doctors are standing around not doing anything, so why do I still have to wait?



There are times at ER1 when we just don't have enough rooms to put more patients, or we are waiting for tests to be done or waiting for the results

of these tests. We also have more nurses than doctors. So, while it might seem that some nurses don't have much to do sometimes, the doctors are usually going as fast as possible and need nurses to be available.

If that is the case, then why don't you have more doctors?

It sure would be nice to have more doctors around for when ER1 gets really busy. However, even bigger hospitals can't afford that expense. We have to staff ER1 so that we can handle the "usual" number of patients... and that means patients who aren't as sick as others will sometimes have to wait to be treated.

**EMERGENCY MEDICINE  
AT A HIGHER LEVEL**

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