Your **FIRST CHOICE.**

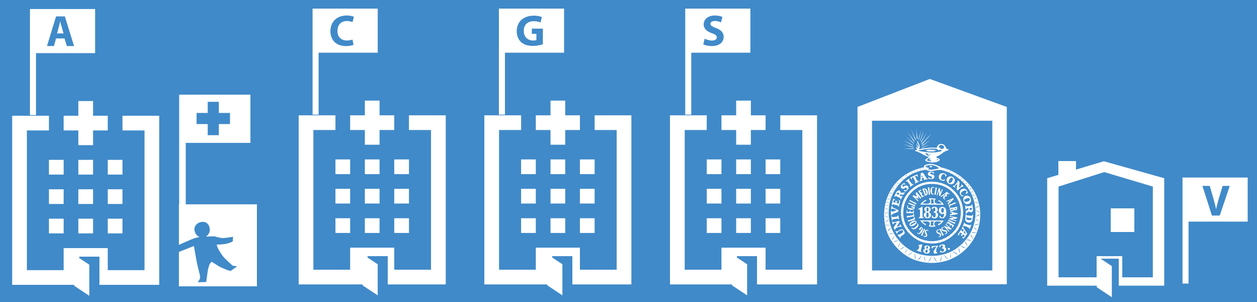
ALBANY MED Health System

over **17,000** dedicated employees

125+ locations

100+ specialty areas

900 physicians



**Four Hospitals, One Children's Hospital,
One College, and the Visiting Nurses**

ALBANY MEDICAL CENTER
ALBANY MEDICAL COLLEGE
COLUMBIA MEMORIAL HEALTH
GLENS FALLS HOSPITAL
SARATOGA HOSPITAL
VISITING NURSES

albanymed.org

ALBANY MED
Health System

FIRST CHOICE 2030

VISION: To be the first choice for **patient experience, quality,** and **clinical excellence.**

ALBANY MED
Health System

By law, if you have any medical emergency or are in labor, **you have the right to receive**, within the capabilities of this hospital's staff and facilities:

- An appropriate medical screening examination.
- Necessary stabilizing treatment (including treatment for an unborn child) and, if necessary:
- An appropriate transfer to another facility even if you cannot pay or do not have medical insurance or you are not entitled to Medicare or Medicaid.

We participate in the Medicaid program.

ALBANY MED
Health System

Thank you for trusting us with your care.

We take great pride in providing you and your family
expert emergency care, when you need it most.

ALBANY MED
Health System

Please pardon our appearance.

The Emergency Department is undergoing renovations to enhance patient care and improve patient experience.

ALBANY MED
Health System

Before entering the Emergency Department,
you will have been screened by security to ensure your safety and the safety of other patients and staff.

After checking in with registration,
you will be directed to our waiting room
until being called to the Triage Area.

ALBANY MED
Health System

Once you are called, a Triage Nurse will bring you into a room to ask about your reasons for coming here today.

These questions help us to take the next steps in your care.

“How will I receive care?”

If you do **not** have a medical emergency
that needs immediate care, the next step may be
to draw blood or run some tests. These tests could include:

- CT Scan
- X-ray
- Ultrasound

ALBANY MED
Health System

“How long will I be here?”

Our team works hard to provide
excellent care in a timely manner.

Your stay depends on many factors:

- Illnesses that are more severe may require more testing.
- Labs, X-rays, and advanced imaging such as CT scans can add several hours to your evaluation.
- Additional tests may be ordered as we receive more information.

ALBANY MED
Health System

ALBANY MED
Health System

We provide care to patients in different areas
of our emergency department.

During our busiest times, you may receive care
from our team in our main treatment area,
in triage, and even in the waiting room.

ALBANY MED
Health System

When the Emergency Department is very busy,
you may go back to the waiting room after testing.

Your care is continuing—receiving and
reviewing test results can take time.

A member of our team will review your tests with you,
ask additional questions, and assess next steps.

“Why are other people being seen before me?”

Patients who are at high-risk or who need immediate, life-saving care will be seen before a patient who does not require immediate medical attention to remain stable.

ALBANY MED
Health System

“Who may be part of my care team while I am here?”

- Attending Physicians
- Fellows
- Medical Residents
- Medical Students
- Physician Assistants
- Nurse Practitioners
- Registered Nurses
- Emergency Dept. Techs
- Paramedics
- Licensed Practical Nurses

ALBANY MED
Health System

“Who else will support my care?”

- Patient access
- Radiology staff
- Laboratory staff
- Social work/case management
- Physical/occupational therapy

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Health System

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Please let us know
if you have to use the bathroom.

We may ask you to provide a urine sample.
Urine cups are available at the triage desk.

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Health System

We understand that you may become **hungry or thirsty** during your visit.

Please check with your care team or the triage team **before eating or drinking.** Some treatments may be delayed if you have recently eaten.

We may be able to provide IV fluids if there is a concern about dehydration.

ALBANY MED
Health System

If you have new symptoms at any time,
or your existing symptoms get worse,
please let our staff know.


ALBANY MED
Health System
63,000 Adult
Emergency Department
visits annually

ALBANY MED
Health System



The DAISY Award

FOR EXTRAORDINARY NURSES

Want to say thank you to a nurse?

Nominate a nurse for a DAISY Award today!

Share your story of how a nurse made a difference in your care or the care of a loved one.

Scan the QR code to submit a nomination.

ALBANY MED
Health System

Albany Med **does not tolerate** abusive or violent behavior, including:

- Threatening language
- Foul language
- Sexual comments
- Physical violence
- Inappropriate touching

These behaviors may result in removal from this facility and/or prosecution.

ALBANY MED
Health System

Visiting hours for the Emergency Department are 24 hours a day.

This is different than the hospital's visiting hours and **may change** depending on the time of year, illnesses, and health and safety guidelines.

Patients in the Emergency Department may be allowed **one or two visitors** at a time, depending on the department's condition, bed location, and patient condition.



Albany Medical Center is home to the region's only Level 1 Adult and Pediatric Trauma Centers.

ALBANY MED
Health System

By law, if you have any medical emergency or are in labor, **you have the right to receive**, within the capabilities of this hospital's staff and facilities:

- An appropriate medical screening examination.
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ALBANY MED
Health System

Albany Medical Center is home to
the region's **only Level 1 Trauma Centers**
for adult and pediatric patients.

This means our patients have access
to advanced and specialized care, with critical care
and trauma surgeons available 24/7.

“What if waiting feels difficult?”

Your health is our top priority.

We encourage you to stay to receive care.

Please contact hospital staff to let them know of your concerns.

We always recommend checking with your primary care provider or specialist about your care.

Please let us know if you decide to leave.

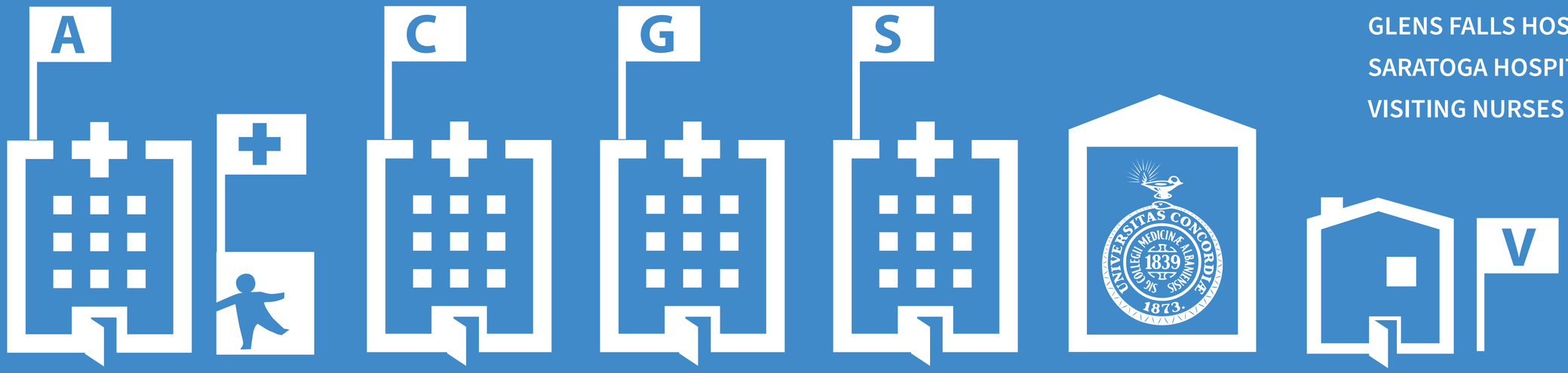
If you have an IV, it will need to be removed

ALBANY MED
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ALBANY MED Health System

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SARATOGA HOSPITAL
VISITING NURSES



Four Hospitals, **One** Children's Hospital, **One** College, **and** the Visiting Nurses

ALBANY MED
Health System

Our **Care Ambassadors** wear yellow shirts so you can easily find them!

They can help by:

- Offering you a warm blanket
- Assisting with any questions you may have
- Transporting you to any tests you may need
- Making you feel as comfortable as possible

ALBANY MED
Health System

Let your health care team know if you are interested in having **prescriptions filled at Albany Medical Center** before you leave.

The pharmacy is located in the F Building, Floor 1. It is open to the public and discharged patients for prescriptions with a variety of other-the-counter medications available. Call **518-262-3263** for more information.

Monday–Friday: 7 a.m.–5 p.m.

Saturday: 7 a.m.–3:30 p.m.

Sunday: Closed


ALBANY MED
Health System
We take great pride in providing you and your family **expert emergency care,** when you need it most.

ALBANY MED
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Cell Phone Use

For your privacy and safety and that of others, recording inside the Emergency Department is prohibited.

You may use your phone while in the
Emergency Department. A charging station is available
if you need to recharge your phone.

Cell phone use may be prohibited in certain areas.
When using your cell phone, please be respectful of those around you.

ALBANY MED
Health System

Visitors

While being cared for in our Emergency Department, you may have two support people at your bedside.

If you are in a hallway bed or in certain other areas, you may be limited to one support person due to space considerations.

Support people may be asked to return to the waiting room during exams, procedures, and private conversations between patient and provider.

If you are admitted to the hospital or referred to the Emergency Department Observation Unit, other guidelines may be followed.

ALBANY MED
Health System

Need help or directions?

Looking for the bathroom or a blanket?

Our Emergency Care Ambassadors are here to help.
Just look for the **yellow T-shirt.**



ALBANY MED Health System

Parking

Free valet parking is available for patients at the ambulatory entrance of the Emergency Department off Myrtle Avenue. Parking for Emergency Department patients is also available at the 405 Myrtle Avenue Garage.

Valet services are available:

Adult Emergency Department

Monday–Friday: 6 a.m. to 2 a.m.

Saturday and Sunday: 8 a.m. to 10 p.m.

Pediatric Emergency Department

Monday–Friday: 6 a.m. to Midnight

Saturday and Sunday: 8 a.m. to Midnight

EmUrgentCare®

ALBANY MED Health System

ALBANY MED Health System

The **Albany Med Health System** offers walk-in and scheduled urgent care services, as well as telehealth appointments, for patients of all ages.

We pride ourselves on treating patients quickly and professionally while minimizing wait times.



Albany Med
EmUrgentCare
locations are open
from 9 a.m. to 9 p.m.,
365 days a year.

These locations provide non-emergency care with no appointment needed.

For locations and hours, please
visit **albanymed.org/urgent-care**

ALBANY MED
Health System

ALBANY MED
Health System

Your Mental Health Matters

Whatever you're going through, you don't have to go through it alone.

aptihealth offers virtual mental health care—covered by most insurance plans.

Get support for stress, anxiety, depression substance use, and more.



aptihealth®

Call or text **518-769-5476** to speak with our on-site care navigator or visit **aptihealth.com/amc**

trauma survivors network provided by ATS

survive. connect. rebuild.

ALBANY MED Health System

Albany Medical Center is part of the **Trauma Survivors Network**. If your loved one was involved in a Trauma, please ask their care team to connect you with the TSN coordinator. Resources are available.

ALBANY MED
Health System

Chapel and Spiritual Care

The Dr. Alfonso J. Marcelle Chapel is open 24/7.
It is located in the basement level of the B Building.

Spiritual care is also available 24/7, regardless of one's faith.

Call **518-262-3176** or ask a staff member for more information.

Sign up for MyChart

Get all your health information in one place

Be more involved with your care during a hospital stay

Connect with your doctor no matter where you are

Refill prescriptions and simplify your financial experience

ALBANY MED Health System



Learn more and register at
mychart.albanymed.org