

WELCOME TO EMERGENCY CARE

WHAT TO EXPECT WHEN YOU ARRIVE

First we will check you in. Then a nurse will ask you a few questions to help us understand your emergency.

If we have space available, we will bring you directly into the emergency room. If we are full we will ask you to wait until space becomes available.



OUR TEAM IS
HERE TO CARE
FOR YOU FROM
THE MOMENT
YOU ARRIVE.

MaineHealth

HOW LONG WILL I NEED TO WAIT?

We see patients based on the urgency of medical conditions. This means that other patients may be seen before you, even if you got here first.

Our team is here to support you while you are waiting. If we can help make you more comfortable, please let us know.

WHERE WILL I BE TREATED?

We have limited space to treat patients. You may need to be treated in a common area, such as a hallway, if our private rooms are full.

No matter where we treat you, we provide the same high quality care.

MaineHealth

HOW LONG WILL MY VISIT WITH THE PROVIDER BE?

Your visit could be quick or may take several hours depending on your emergency.

Your visit may be longer if:

- We need to wait and watch how you respond to medicine or treatment.
- We need to wait for test results to come back. This can take 30 minutes to 2 hours, depending on the test.
- We need to speak with other providers and specialists about your treatment.
- You need a different type of care and need to be transferred to another hospital.
- You need to stay at the hospital and may need to wait for an inpatient bed to become available.

CAN I HAVE VISITORS?

We may not allow visitors into the emergency room during busy times when space is limited or when safety is a concern.

Sometimes, we may ask your visitor to wait outside until there is space available.

SAFETY AND RESPECT

Our hospital is a place of respect for all. We are here to help you feel better as quickly and safely as possible. We kindly ask that you not use abusive or threatening behavior or words. If you are feeling upset or stressed, please talk to us so we can help.



**Learn more about
MaineHealth
Emergency Care**