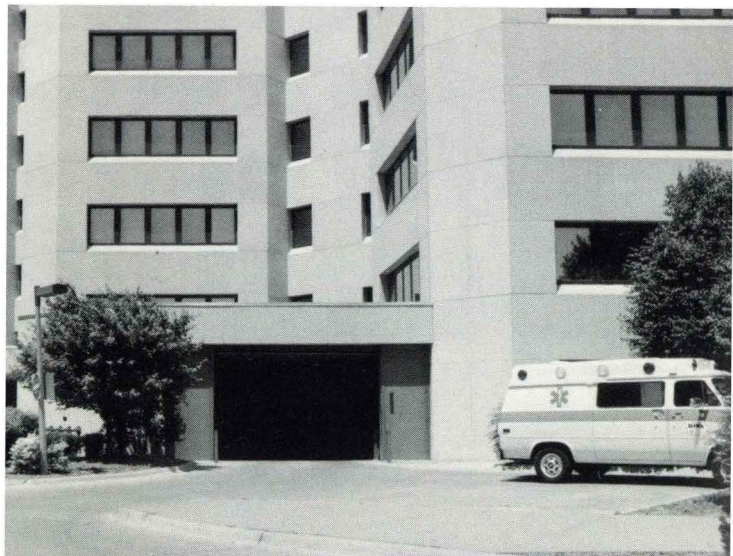


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*Your
Emergency
Treatment Center
Care*



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INTRODUCTION

This brochure has been written to acquaint you with the Multispecialty Trauma and Emergency Treatment Center (ETC) at The University of Iowa Hospitals and Clinics (UIHC). We hope this information will make your ETC visit easier.

COMMITMENT TO SERVICE

The ETC provides care to all patients who seek help. The ETC staff strives to serve patients as quickly as possible. However, patients with urgent or critical medical conditions must be given priority. This may result in a short wait for other patients.

HEALTH CARE TEAM

An experienced emergency nurse will assess your condition and place you in the appropriate room. Your examination will be directed by an ETC staff physician who is assisted by residents—physicians receiving specialty training—and by medical and physician assistant students. If prior arrangements were made by your community physician for consultation or if you received health care recently from a specialist at the UIHC, you will most likely be seen by a resident from that specialty in the ETC. If you need to be admitted to the hospital, the ETC staff physician will notify the appropriate specialist who will then direct your care.

Physicians



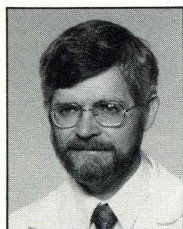
Beverly J. Ringenberg, M.D.

Board Certified in Emergency Medicine; Associate Director of Emergency Medical Services; Medical Director of Air and Mobile Critical Care Services; Co-Medical Director of Emergency Medical Services Learning Resources Center; Internship, Barnes Hospital



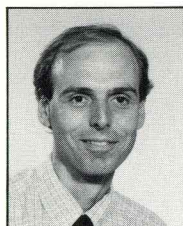
Linda K. Rames, M.D.

Board Certified in Pediatrics;
Residency in Pediatrics, The
University of Iowa; Fellowship in
Pediatric Nephrology, University
of California



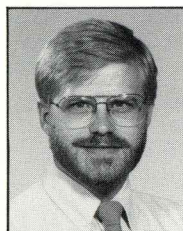
Robert J. Hegeman, M.D.

Board Certified in Internal
Medicine and Emergency
Medicine; Residency in Internal
Medicine, The University of Iowa



Charles W. Carroll, M.D.

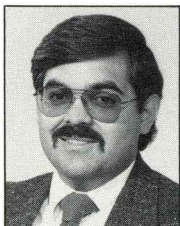
Board Certified in Family Practice
and Emergency Medicine;
Residency, University Hospitals
of Cleveland



Dale A. Gerdes, M.D.

Board Certified in Emergency
Medicine; Residency, Hennepin
County Medical Center





Agustin Aguilar, M.D.
Board Certified in Family
Practice; Residency,
Mountainside Family Practice
Associates

LABORATORY/X-RAY

Laboratory results take approximately one hour to return to the ETC, although some specialized tests take longer. Culture results are generally complete in two to three days. Please give your name, birth date, and date you were seen in the ETC when you phone the ETC to obtain test results.

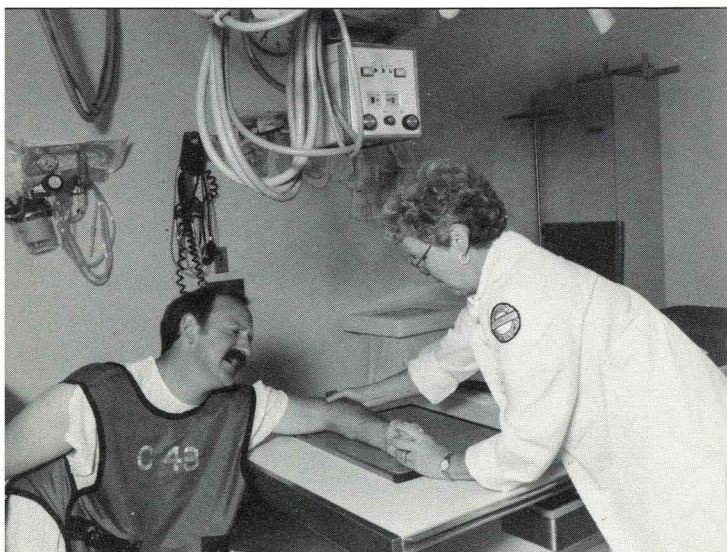
X-rays are performed in order of most emergent need. The average time for routine X-rays is approximately 40 minutes. There may be additional time required when a radiologist is called to review the X-rays.

RESTROOMS/DRINKING FOUNTAIN

Restrooms and a drinking fountain are located in the hallway next to the registration area. If you are an ETC patient, a urine sample may be requested as a part of your care, so ask a nurse before using the restroom. Also, please check with the nurse before eating or drinking.

PARKING

Emergency patients and families may park in the lot adjacent to the ETC entrance. Please register your vehicle at the ETC reception desk to avoid being ticketed. If you receive a parking violation ticket, please notify the ETC receptionist.





SMOKING

The University of Iowa Hospitals and Clinics maintains a smoke-free environment although smoking is permitted in a designated ETC waiting room for ETC patients and their families.

CHARGES

No payment is required at the time of your ETC visit. If you have insurance coverage, your insurance company will be billed first. The ETC bill consists of a medical service charge for the physician services and a hospital bill for your visit, which includes any lab, X-ray, and prescription charges. If you have any questions concerning your bill, please contact the UIHC Business Office at 319/356-2211, Monday through Friday, 8:00 a.m. to 5:00 p.m.

PHARMACY

Prescriptions can be filled at your local pharmacy or at the UIHC outpatient pharmacy located on the first floor. When the UIHC's pharmacy is used, charges will be mailed to you as part of the billing process; no payment is required at the time the prescription is filled.

LEAVING THE ETC

If you are not admitted to the hospital, your doctor will give you written instructions before you leave the ETC such as follow-up appointments, obtaining the results of tests you may have had, and receiving medications and supplies. If you have any questions, feel free to ask ETC staff.

YOUR OPINION IS IMPORTANT

The ETC is staffed 24 hours a day, seven days a week, by full-time emergency medicine specialists to provide high-quality care. Please give us your comments or concerns on the patient questionnaire available at the registration area.



Multispecialty Trauma and
Emergency Treatment Center
The University of Iowa Hospitals and Clinics
Iowa City, Iowa 52242

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