

Welcome

Welcome to Barton Memorial Hospital's Emergency Department. We pride ourselves in the best health care for our community and for your emergency health care needs. We are open 7 days a week, 365 days a year and are the only 24-hour emergency facility in the South Lake Tahoe area. Our 13-bed, licensed emergency unit is certified by the Joint Commission Accreditation of Hospitals (www.jointcommission.org). We care for over 20,000 patients yearly.

Excellence

Barton Memorial Hospital strives to provide Consistently Exceptional Care. Please bring any questions, concerns or suggestions for improvement to our attention, so that they may be addressed accordingly. If you wish to speak to someone outside the Emergency Department, you may contact the Quality Improvement/Risk Management Department at 530-543-5845.

Barton Service Standards:

- Safety
- Respect
- Image
- Efficiency

Barton Memorial Hospital

Barton Memorial Hospital, a non-profit organization, strives to provide the best medical facility, staffed with outstanding personnel in the rural mountain community of South Lake Tahoe. The hospital now offers 73 acute-care patient beds servicing orthopedics, medical, surgical, intensive care, rehabilitation, medical imaging and a family birthing center. For a full listing of medical services and departments, please visit us online at www.bartonhealth.org.



2170 South Avenue
South Lake Tahoe, CA 96150
530.541.3420

In the event of an emergency, please dial 911.

www.bartonhealth.org

Emergency Services Department



What To Expect

Our goal is to meet the needs of every patient who enters our Emergency Department. Our top priority is the safety of every patient at all times.

Factors that may affect your wait time:

- A patient may require a specific room that has equipment that is necessary in their treatment
 - A patient may be waiting for admission into the hospital
 - A doctor is waiting for the results of a patient's procedure, i.e., X-rays, lab results, CT scans, MRI, etc.
 - Specialty physicians may need to be consulted, depending on the condition
 - All of our beds might already be filled with patients
 - Ambulance patients may be arriving
1. You will be greeted at our registration window by our friendly Emergency Department staff.
 2. You will be asked to fill out an Emergency Department Patient Triage Information Sheet so that we are well informed on the nature of the illness or injury.
 3. Your Triage Information Sheet will be reviewed and you will be called in to discuss your chief complaint, get your vital signs, discuss your medical history/other conditions and medications and discuss any allergies you may have.

All of this information is confidential at all times.

4. You will be instructed to wait in the waiting room or you will be taken to an Emergency Department bed, depending on your condition and the patient volume in the department. While waiting, if you feel your condition is becoming worse, please let someone at the registration desk know immediately.
5. Once in the Emergency Department bed, you will be further screened by an Emergency Department physician who is a specialist in Emergency Medicine.
6. While one physician and one nurse will be primarily responsible for your treatment, you will likely interact with multiple staff members who are working to provide you the most efficient care.
7. Based on your condition, additional procedures may be required during your stay with us. In some cases, you will be seen by a specialty physician and/or admitted to the hospital.

Trauma Care

Barton's Emergency Department physicians are board certified in Emergency Medicine and have advanced training in trauma care. Although Barton Memorial Hospital's Emergency Department is not a designated Trauma Care Unit, we will stabilize trauma patients and based on the injury, will arrange for transportation (ambulance and/or helicopter) to the nearest trauma center.

Visitors

The privacy and confidentiality of our patients is very important to us. Visitors in the Emergency Department are allowed, but can be limited depending on the patient's condition and privacy needs.

Insurance Coverage

The Emergency Medical Treatment and Active Labor Act (EMTALA) is a federal law that requires that any patient who comes to the Emergency Department has the right to a

medical screening exam, treatment and stabilization for a medical emergency regardless of their ability to pay. You may be eligible for a financial assistance program. Barton Memorial Hospital may be able to assist you.

It is always a good idea to contact your health insurance as soon as medically possible to let them know of your Emergency Department visit. Our professional billing staff will be happy to assist you with any questions you have. Please call our customer service at (530) 543-5930.

You will be receiving more than one bill for your visit to the Emergency Department. Barton Hospital will be sending a bill for the use of its staff and facilities. Tahoe Emergency Physicians, a separate company, will be sending a bill for the care provided by the Emergency Department physician. Depending on your care, you may also receive a bill from Sierra Nevada Medical Imaging.

State-of-the-Art Technology

Advanced medical imaging can make all the difference to your condition. Barton's Medical Imaging offers state-of-the-art medical imaging equipment. From a variety of medical imaging services to our reliable and experienced staff, Barton features the area's best medical imaging option with the newest trends and latest technology.



Our Outstanding Staff

Our Emergency Department is the only 24-hour emergency care center in the South Lake Tahoe area. We have the most highly qualified medical team providing consistently exceptional care. All of our Emergency Department physicians are board certified. All Registered Nurses (RNs) in the Emergency Department hold certifications in Advanced Life Support for both adults and children and are licensed as Mobile Intensive Care Nurses (MICN). The majority of our RNs hold advanced certifications in Emergency Nursing and/or Trauma Nursing.

Barton Memorial Hospital has highly-qualified specialty doctors, including Orthopedics, OB/GYN, General Surgery, Family Practice, Internal Medicine, Radiology, Podiatry, Dentistry, Rheumatology, Ear, Nose and Throat, Gastroenterology, Psychiatry, Anesthesiology and Hospitalists, which are Internal Medicine physicians with advanced training in caring for critical patients. Our Orthopedic doctors specialize in ski, snowboard, sled and other injuries. Our facility has staff who are highly trained and experienced in dealing with all types of high-altitude related illnesses.