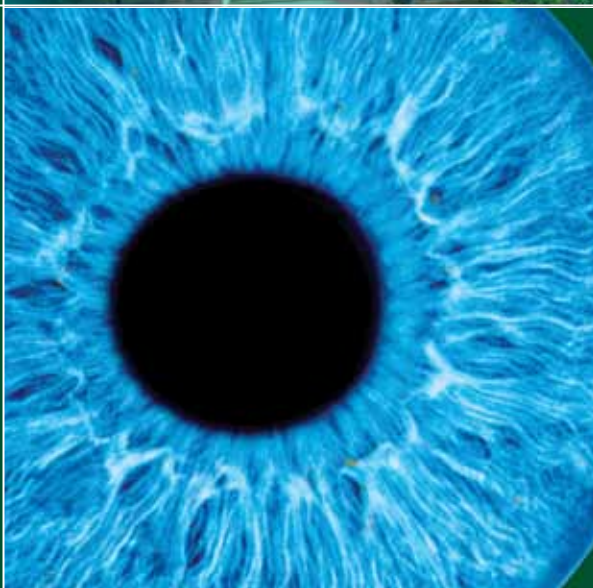
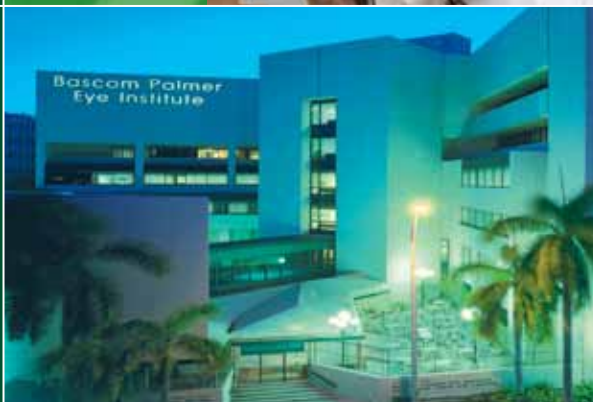


Bascom Palmer Eye Institute

Ophthalmology Emergency Department

EMERGENCY



Open 24/7

Bascom Palmer Eye Institute's Emergency Department is open in Miami for all eye emergencies 24 hours a day, 7 days a week, staffed with specially trained board-certified ophthalmologists, ophthalmologists pursuing subspecialty fellowship training, ophthalmology residents, registered nurses, ophthalmic technicians, and a patient access team, all committed to providing you with the highest quality of care during your visit with us.

Welcome

Our goal is to attend to you as soon as possible.

1 Arrival

When you arrive in the Emergency Department (ED), a team member will greet you at the registration desk and ask for your name and photo identification to begin your registration.

2 Triage

A triage nurse will begin the process of assessing and evaluating your needs. The nurse takes your medical history and determines your medical priority. Patients receive medical attention by the severity of their injury or disease and not by their arrival time. Therefore, the most serious cases are given priority, including patients arriving by ambulance.

3 Registration

After being seen by the triage nurse, you will complete your registration at the front desk. You must provide current insurance cards, home address and contact information. Your treatment will remain private and confidential.

4 Testing and procedures

Following registration, a nurse or technician will conduct an initial eye exam prior to you being seen by the ED physician. To examine the back of your eye, it is necessary to instill eye drops to dilate your pupils. These drops take approximately 30 minutes to take effect. Your pupils will remain dilated for approximately 4 to 6 hours. During that period, you may experience blurriness.

Check Out

5 Following your visit with the physician, a member of the team will provide you with written instructions regarding your diagnosis and treatment, the name of the physician who performed your exam, and a follow-up appointment, if needed.

Please read your discharge instructions carefully. If you have questions about the instructions or prescriptions that you may have received, please ask us. Your safety is very important to us and we want to ensure you follow the instructions properly. We welcome your questions and comments.

6 Feedback

You may receive a survey from Bascom Palmer's Anne Bates Leach Eye Hospital in a few weeks. Please complete and return the survey. Your feedback will help us continue to deliver quality patient care.



While You Wait

For everyone's comfort and safety, please treat others with respect. Please silence your cell phone and if you must talk on your phone, please go into the hallway near the elevators.

Many need the comfort and support of family or friends during this time. For safety reasons, we may limit the number of visitors. We ask all visitors to respect the privacy and care of others.

If you require additional procedures, (for example: visual fields testing; laboratory work; or CT Scan), we must wait for these results before the healthcare team can continue your treatment.

Please let one of our team members know if you leave the waiting area. If you decide to leave the ED without treatment, please discuss this decision with a member of the ED team so you are informed of any potential complications.

*Thank you for choosing
Bascom Palmer Eye Institute
for your eye care needs.*

Bascom Palmer Eye Institute

Anne Bates Leach Eye Hospital
900 NW 17th Street
Emergency Department: 2nd Floor
Miami, FL 33136

**Emergency Department Phone:
305-326-6170**

bascompalmer.org

**We welcome your feedback.
Please direct comments or concerns to:**

**Patient and Visitor Services
305-243-HELP (4357)
HeretoHelp@med.miami.edu**

4-2017

