Leaving Without Being Seen
If you’ve been waiting a long time, you may feel tempted to leave the ED before you have received a medical screening examination. You have the right to do this, but we strongly discourage it. Leaving the ED without being seen can be a serious, perhaps life threatening, decision.

You need to consider that:
• Having the medical screening exam may save your life; not having it may endanger your life
• Having the examination may prevent your condition from worsening; without an exam, your condition may worsen.
• Going to another facility will likely delay, not speed up the exam, even if you go directly there. The wait at the other facility may be just as long, if not longer (not including travel and triage time).

If you decide to leave, we ask that you please notify the registration clerk or triage nurse.

Where Should I Go?
Our Emergency Departments are open 24 hours a day, seven days a week. They are located at our St. Elizabeth and St. Luke’s campuses.

Please consider using our Urgent Care services for minor problems. Our Urgent Care is located at our Faxton Campus and is open seven days a week, from 8 a.m. to 8 p.m.

Have a List of Your Medications Ready
In order to provide the best care possible, it’s important to have an up-to-date list available of your medications and supplements.

Some Conditions Treated at the ED (but not limited to)
• Chest pain
• Severe abdominal pain
• Head injury
• Severe dizziness
• High fever
• Fractures
• Ingestion of poisons
• Ingestion of foreign objects
• Seizures
• Shock
• Change in level of consciousness
• Snake bites
• Psychiatric illnesses
• Uncontrolled bleeding
• Pregnancy
• Severe burns
• Severe asthma attacks
• Inability to walk
• Severe weakness
• Severe head pain
• Congestive Heart Failure (CHF)
• Deep Vein Thrombosis (DVT)
• Severe eye injury
• Severe dehydration
• Newborn with any allergies
• Severe allergic reactions
• Any form of sexual abuse.

Providing the Highest Quality
We strive to provide the highest quality health care in our region to our patients and their families. We appreciate your suggestions or comments about the care you received in the Emergency Department.

If you wish to make comments or suggestions, please write to:
Mohawk Valley Health System
Quality Management
PO Box 479
Utica, NY 13503

mvhealthsystem.org/emergency
Visitors may be asked to wait in a designated area while their loved one is being treated. In the best interest of the patient, the number of visitors is limited. Our first priority is to care for and comfort the patient, but we also try to make this experience as pleasant as possible for visitors.

Every effort will be made to keep visitors and family informed of the patient’s progress.