

Know where to go. ▶

Silver Cross Urgent Care in **Mokena** and **New Lenox** is your choice for non-emergency situations. For life-threatening conditions, choose Silver Cross Emergency Care in **New Lenox** or **Homer Glen**.

When an emergency happens, know where to go. Visit us at SilverCross.org/urgent-care



Visit Silver Cross URGENT CARE for:

- Minor Fractures
- Back Pain
- Nausea
- Short-term Vomiting and Diarrhea
- Minor Headaches
- Mild Injuries
- Cuts and Scrapes
- Mild Adult and Child Fevers
- Ear or Sinus Pain
- Cough or Sore Throat
- Minor Burns
- Animal Bites
- Stitches
- Sprains and Strains
- Mild Asthma
- Objects in Eyes or Nose
- Allergies
- Rashes
- Cold or Flu Symptoms
- Burning with Urination
- Eye Irritation
- Swelling or Pain
- Minor Allergic Reactions
- Work-related Injuries

URGENT CARE

Open 7 Days a Week

NEW LENOX

1851 Silver Cross Blvd.
Suite 100

(815) 300-ASAP (2727)

Conveniently located on the campus of Silver Cross Hospital

MOKENA

21205 S. Owens Road
*Southeast corner of
U.S. Route 30 & Owens Road*

(815) 300-CARE (2273)



The way you *should* be treated.

1900 Silver Cross Blvd. • New Lenox, IL 60451
(815) 300-1100 • www.silvercross.org

08/22 2000

URGENT CARE or EMERGENCY CARE

URGENT CARE



Chest Rash

EMERGENCY ROOM



Chest Pain

URGENT CARE



Eye Pain

EMERGENCY ROOM



Vision Loss

URGENT CARE



Adult Fever

EMERGENCY ROOM



Baby Fever

URGENT CARE



Simple Fracture

EMERGENCY ROOM



Compound Fracture

URGENT CARE



Head Ache

EMERGENCY ROOM



Head Trauma

URGENT CARE



Minor Cuts

EMERGENCY ROOM



Major Cuts

Emergency Department



Welcome to the Silver Cross Emergency Department

We know you have a lot of options for your healthcare needs, and we appreciate you choosing us! We want you to have a safe, informed, and comfortable experience during your visit.

This pamphlet will give you:

- Insight into how the Emergency Department operates
- Answers to frequently asked questions
- And what you can expect during your stay here at Silver Cross Hospital.

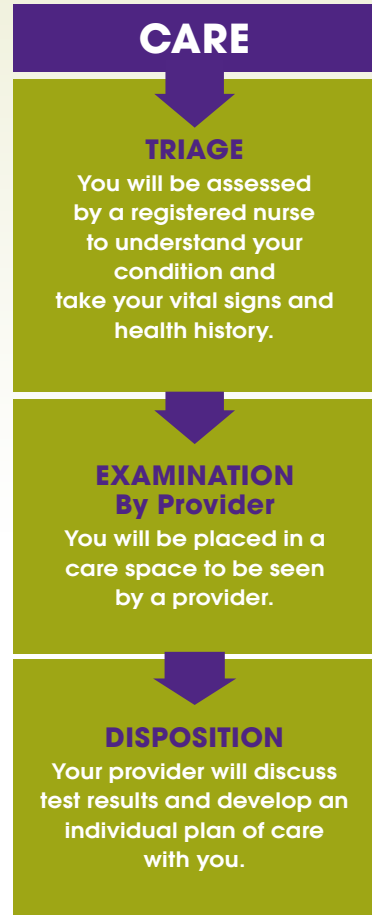
Please speak up if you have any questions or concerns at any time. We are here to serve you!



The way you *should* be treated.

Am I Seen in the Order I Arrive?

No, patients in the Emergency Department are prioritized by the seriousness of their illness or injury. Sickest patients are seen first. This is a process called “triage.”



How is the Level of My Illness or Injury Determined?

Upon arrival, you will be assessed by a Registered Nurse, who will ask you a series of questions, check your vital signs and assess your airway, mental status, and overall appearance.

This assessment gives your nurse important information about what may be causing your symptoms, how serious your illness or injury may be and what tests you may require, e.g., lab tests, imaging studies, etc.

How Will You Know if My Condition Worsens?

If at any time your symptoms worsen or change, please tell a member of our care team immediately. In addition, our team will be reviewing your diagnostic results; if any are found to be critical, this will prioritize your care and shorten your wait to be seen.

What About Immediate Care?

A section of our Emergency Department has a “Fast Track” area for patients with less serious health concerns like minor cuts and broken bones, cold symptoms, etc. Your triage nurse will determine whether or not you qualify for Fast Track, where you will be seen by one of our Physician Assistants or Nurse Practitioners.

Why are Some Patients Going to the Back Before Me?

It depends on the severity of your illness or injury. After you’ve been seen by the triage nurse, he/she may order diagnostic tests. Depending on what you need, you may be called to several different departments to get them done. Our other patients are doing the same.

I’m in a Care Space ... Now What?

You may be asked to put on a hospital gown so the doctor or care provider can do a thorough examination, which will include:

- Asking a series of questions about your illness
- Reviewing and discussing the results of any tests you’ve had
- Developing your plan of care



Your nurse will carry out any other orders from your doctor, take care of you throughout your stay and make you more comfortable.

Depending on the seriousness of your illness or injury, you may go home or be admitted to the hospital.

What Causes Extended Wait Times?

There are many factors that cause delays in the hospital Emergency Department, including a large number of patients and how seriously ill or injured they are. Patients with life-threatening conditions such as heart attack, stroke or trauma must be seen first.

Please know we’re working very hard to get you the care you need while keeping you, your family, and everyone else safe. During longer wait times, you may be approached by a member of our triage team to obtain new vital signs, and give you an opportunity to ask questions.

Our Care Team

The medical staff in the Emergency Department consists of physicians board-certified in Emergency Medicine as well as Physician Assistants and Nurse Practitioners with extensive experience in Emergency Medicine. Emergency Nurses are certified in advanced cardiac life support, pediatric advanced life support, trauma resuscitation and stroke care for all ages.

Know Where to Go.

The next time you need medical care after hours, it’s helpful to know where to go. For less severe illnesses or injuries, Silver Cross also offers urgent care services at its two Urgent Care Centers in New Lenox and Mokena. (*see back page*)

HOTLINES

Domestic Violence Hotline • 1-800-799-7233

Suicide Hotline • 1-800-273-8255

**Human Trafficking Resource Center
1-888-373-7888**

If you have any concerns about your safety, please tell your nurse. We are here to help you.

Thank you for choosing Silver Cross!