

- ER.8.1 There is a process to identify patients with urgent or emergent care needs.
 - ER.8.2 Patients with urgent or emergent needs are given priority for assessment and appropriate and timely care.
 - ER.8.3 Re-triage is performed when appropriate (e.g., change of medical condition, long waiting time).
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Standard Intent:

Patients with emergent, urgent, or immediate needs (such as trauma patients and patients with severe chest pain) are identified by an evidence-based triage process. Once identified as emergent, urgent, or requiring immediate needs, these patients are assessed and receive care as quickly as necessary. Such patients may be assessed by a physician or other qualified individual before other patients, receive diagnostic services as rapidly as possible, and begin treatment to meet their needs. The triage process may include physiologic-based criteria, where possible and appropriate. The hospital trains staff to determine which patients need immediate care and how their care is given priority.

ER.9 Policies, procedures, pathways and guidelines guide the care of patients in the emergency department.

- ER.9.1 There are policies and procedures that are consistent with the hospital scope of services as well as the hospital wide policies and procedures.
- ER.9.2 The policies and procedures include, but are not limited to, the following:
 - ER.9.2.1 Management of medico-legal cases such as alcohol and narcotic abuse and criminal acts.
 - ER.9.2.2 Management of suspected victims of abuse, neglect, and domestic violence.
 - ER.9.2.3 Management of suicidal patients.
 - ER.9.2.4 Care of trauma patients.
 - ER.9.2.5 Care of patients not competent to care for themselves.
 - ER.9.2.6 Care of minors.
 - ER.9.2.7 Patient transfer from emergency department to inpatient areas or to another organization.
 - ER.9.2.8 Patients who leave against medical advice.
 - ER.9.2.9 Patients who leave without being seen.
- ER.9.3 There are clinical practice guidelines developed as guided by the most common emergencies and the top emergency diagnoses.