

Henderson Emergency Services Guide

Complete Guide to Henderson's 24/7 Emergency Care and Rapid Response Systems

Executive Summary

Henderson provides comprehensive emergency medical services through multiple full-service emergency departments, freestanding emergency rooms, and specialized trauma care facilities. This guide details Henderson's emergency care network, response capabilities, and the advanced emergency medical services that ensure residents have access to rapid, high-quality emergency care when they need it most.

Henderson Emergency Services Network Overview

Comprehensive Emergency Care Coverage

Multiple Emergency Facilities Serving Henderson

Emergency Services Network:

- **Henderson Hospital Emergency Department:** 24/7 full-service emergency care with 20 universal exam spaces
- **West Henderson Hospital Emergency Department:** Brand new 36-bay emergency department opened December 2024
- **St. Rose Dominican Emergency Services:** Level III Trauma Center with comprehensive emergency capabilities
- **Freestanding Emergency Departments:** Multiple freestanding ERs providing neighborhood access
- **Emergency Response Systems:** Advanced emergency response and transport services
- **Specialized Emergency Care:** Heart attack centers, stroke centers, and trauma services

Emergency Care Coverage:

Henderson's emergency services network ensures that residents throughout the city have rapid access to emergency medical care, with multiple emergency departments strategically located to provide optimal coverage and response times.

Geographic Distribution:

- **Central Henderson:** Henderson Hospital emergency department serving central areas
- **Western Henderson:** West Henderson Hospital serving growing western communities

- **Eastern Henderson:** St. Rose Dominican serving eastern Henderson and Green Valley
- **Neighborhood Access:** Freestanding emergency departments providing local access
- **Transport Services:** Advanced ambulance and helicopter transport services
- **Regional Connectivity:** Integration with Las Vegas Valley emergency services network

Response Time Excellence:

- **Rapid Response:** Superior emergency response times throughout Henderson
- **Strategic Locations:** Emergency facilities positioned for optimal response coverage
- **Transport Efficiency:** Efficient emergency transport and patient transfer systems
- **Communication Systems:** Advanced emergency communication and dispatch systems
- **Coordination:** Seamless coordination between emergency services and facilities
- **Continuous Monitoring:** Real-time monitoring of response times and service quality

Henderson Hospital Emergency Department

24/7 Emergency Care Excellence

20 Universal Exam Spaces with Advanced Capabilities

Emergency Department Overview:

- **Address:** 1050 W Galleria Drive, Henderson, NV 89011
- **Capacity:** 20 universal exam spaces accommodating all emergency needs
- **Availability:** 24/7/365 emergency services with no closures
- **Staffing:** Board-certified emergency medicine physicians and specialized nursing staff
- **Integration:** Direct integration with Henderson Hospital's comprehensive services
- **Recognition:** Part of Henderson Hospital's 100 Top Hospitals® recognition

Emergency Department Design:

Henderson Hospital's emergency department features a modern design optimized for efficient patient flow, rapid treatment, and optimal patient outcomes. The 20 universal exam spaces can accommodate diverse emergency conditions from minor injuries to critical care situations.

Facility Features:

- **Universal Exam Spaces:** 20 flexible exam rooms accommodating various emergency needs
- **Trauma Room:** Dedicated trauma room for critical emergency procedures
- **Behavioral Health Area:** Specialized area for mental health emergencies
- **Fast Track:** Rapid treatment area for minor emergency conditions
- **Observation Unit:** Short-stay observation for emergency patients requiring monitoring
- **Family Areas:** Comfortable waiting areas and family consultation spaces

Advanced Emergency Capabilities:

- **Immediate Assessment:** Rapid triage and assessment protocols
- **Emergency Procedures:** Comprehensive emergency procedures and interventions
- **Stabilization:** Advanced patient stabilization and critical care
- **Emergency Surgery:** Immediate access to emergency surgical services
- **Specialty Consultation:** Rapid access to medical specialists and consultations
- **Transfer Services:** Efficient patient transfer to appropriate care levels

Henderson Hospital Emergency Services

Diagnostic Capabilities:

Henderson Hospital's emergency department features comprehensive diagnostic capabilities enabling rapid diagnosis and treatment of emergency conditions.

Imaging Services:

- **CT Scanning:** Immediate access to computed tomography for emergency diagnosis
- **X-Ray:** Digital radiography with rapid results for emergency conditions
- **Ultrasound:** Portable ultrasound for emergency assessment and procedures
- **MRI Access:** Rapid access to magnetic resonance imaging when needed
- **Nuclear Medicine:** Specialized imaging for emergency cardiac and other conditions
- **Interventional Radiology:** Emergency interventional procedures and treatments

Laboratory Services:

- **Stat Laboratory:** Immediate laboratory testing with rapid turnaround times
- **Blood Bank:** 24/7 blood bank services for emergency transfusions
- **Toxicology:** Emergency toxicology testing and poison identification
- **Cardiac Markers:** Rapid cardiac enzyme testing for heart attack diagnosis
- **Infectious Disease:** Emergency testing for infectious diseases and conditions
- **Point-of-Care Testing:** Bedside testing for immediate results

Emergency Specialties:

- **Emergency Medicine:** Board-certified emergency medicine physicians
- **Trauma Surgery:** Immediate access to trauma surgeons and procedures
- **Cardiac Emergency:** Cardiologists and cardiac catheterization for heart attacks
- **Stroke Care:** Neurologists and stroke team for rapid stroke intervention
- **Pediatric Emergency:** Emergency care specialized for children and infants
- **Psychiatric Emergency:** Mental health professionals for psychiatric emergencies

Emergency Protocols:

- **Heart Attack Response:** Advanced protocols for rapid heart attack treatment
- **Stroke Response:** Stroke team activation and rapid intervention protocols
- **Trauma Activation:** Trauma team activation for severe injury cases
- **Code Blue Response:** Advanced life support and resuscitation protocols
- **Disaster Response:** Emergency preparedness for mass casualty events
- **Infection Control:** Advanced infection control and prevention protocols

West Henderson Hospital Emergency Department

Henderson's Newest Emergency Facility

36-Bay Emergency Department with Latest Technology

Emergency Department Overview:

- **Address:** 1155 Raiders Way, Henderson, NV 89052
- **Opening:** December 3, 2024 - Henderson's newest emergency facility
- **Capacity:** 36-bay emergency department - largest in Henderson
- **Technology:** State-of-the-art emergency medical technology and equipment
- **Design:** Contemporary emergency department design optimizing patient care
- **Integration:** Full integration with West Henderson Hospital services

Advanced Emergency Design:

West Henderson Hospital's emergency department represents the latest in emergency medicine design, incorporating lessons learned from decades of emergency care and featuring the most advanced emergency medical technologies.

Emergency Department Features:

- **36 Emergency Bays:** Largest emergency department capacity in Henderson
- **Advanced Technology:** Latest emergency medical equipment and systems
- **Rapid Triage:** Advanced triage systems and patient flow optimization
- **Specialized Areas:** Dedicated areas for different types of emergency conditions
- **Family Comfort:** Family-centered design with comfortable waiting and consultation areas
- **Staff Efficiency:** Design optimizing healthcare provider workflow and efficiency

Cutting-Edge Technology:

- **Digital Systems:** Advanced digital systems and electronic health records
- **Diagnostic Integration:** Seamless integration with diagnostic and imaging services
- **Communication Systems:** Advanced communication systems for care coordination
- **Monitoring Technology:** Real-time patient monitoring and vital sign systems

- **Emergency Equipment:** Latest emergency medical equipment and life support systems
- **Information Systems:** Advanced information systems supporting clinical decision-making

West Henderson Emergency Services

Emergency Imaging:

- **On-Site CT:** Immediate computed tomography with latest scanner technology
- **Digital X-Ray:** Advanced digital radiography with rapid image processing
- **Ultrasound:** Portable ultrasound systems for bedside emergency assessment
- **MRI Access:** Rapid access to magnetic resonance imaging services
- **Image Integration:** Advanced image integration and communication systems
- **Radiologist Coverage:** 24/7 radiology coverage for immediate image interpretation

Laboratory Services:

- **Stat Lab:** Comprehensive laboratory with rapid emergency testing capabilities
- **Blood Bank:** Emergency blood bank services and transfusion capabilities
- **Microbiology:** Emergency microbiology testing and infectious disease identification
- **Chemistry:** Comprehensive chemistry panels and emergency metabolic testing
- **Hematology:** Emergency blood testing and coagulation studies
- **Point-of-Care:** Bedside testing for immediate clinical decision-making

Emergency Transport:

- **Helicopter Access:** Direct helicopter landing pad for critical patient transport
- **Ambulance Services:** Advanced ambulance services and emergency transport
- **Inter-facility Transfer:** Efficient transfer services between healthcare facilities
- **Mobile Intensive Care:** Mobile intensive care units for critical patient transport
- **Emergency Response:** Integration with regional emergency response systems
- **Disaster Response:** Emergency transport capabilities for mass casualty events

Specialized Emergency Care:

- **Cardiac Emergency:** Advanced cardiac emergency care and catheterization services
- **Stroke Care:** Rapid stroke assessment and intervention capabilities
- **Trauma Care:** Advanced trauma care and emergency surgical services
- **Pediatric Emergency:** Specialized emergency care for children and infants
- **Behavioral Health:** Emergency psychiatric and behavioral health services
- **Toxicology:** Emergency toxicology and poison control services

St. Rose Dominican Emergency Services

Level III Trauma Center Excellence

Comprehensive Emergency and Trauma Care

Emergency Services Overview:

- **Address:** 3001 St Rose Pkwy, Henderson, NV 89052
- **Designation:** Level III Trauma Center with comprehensive emergency capabilities
- **Availability:** 24/7 emergency services with trauma team availability
- **Integration:** Full integration with St. Rose Dominican Hospital services
- **Faith-Based Care:** Emergency care guided by faith-based healthcare mission
- **Community Service:** Significant community emergency care and service

Level III Trauma Center:

St. Rose Dominican Hospital's Level III Trauma Center designation represents advanced trauma care capabilities, including immediate access to trauma surgery, intensive care, and specialized trauma services.

Trauma Center Capabilities:

- **Trauma Team:** 24/7 trauma team availability and rapid response
- **Trauma Surgery:** Immediate access to trauma surgeons and operating rooms
- **Critical Care:** Intensive care unit for critically injured trauma patients
- **Trauma Protocols:** Advanced trauma protocols and treatment guidelines
- **Rehabilitation:** Comprehensive trauma rehabilitation and recovery services
- **Transport:** Helicopter transport for critical trauma patients

Emergency Department Features:

- **Comprehensive Care:** Full-service emergency department with all emergency capabilities
- **Trauma Bays:** Specialized trauma bays for severe injury treatment
- **Emergency Surgery:** Immediate access to emergency surgical services
- **Specialty Access:** Rapid access to medical specialists and consultations
- **Family Support:** Comprehensive family support and communication services
- **Discharge Planning:** Emergency discharge planning and follow-up care coordination

St. Rose Emergency Specialties

Cardiac Emergency Services:

- **Heart Attack Center:** Advanced heart attack diagnosis and treatment
- **Cardiac Catheterization:** 24/7 cardiac catheterization for emergency procedures

- **Cardiac Surgery:** Emergency cardiac surgery and intervention capabilities
- **Cardiac Intensive Care:** Specialized cardiac intensive care unit
- **Electrophysiology:** Emergency treatment of heart rhythm disorders
- **Cardiac Rehabilitation:** Emergency cardiac rehabilitation and recovery

Stroke Emergency Services:

- **Stroke Center:** Rapid stroke assessment and treatment protocols
- **Neurological Care:** Emergency neurological assessment and intervention
- **Neurosurgery:** Emergency neurosurgical services and procedures
- **Stroke Team:** Specialized stroke team and rapid response protocols
- **Rehabilitation:** Emergency stroke rehabilitation and recovery planning
- **Family Education:** Stroke education and prevention programs

Women's Emergency Services:

- **Obstetric Emergency:** Emergency obstetric and maternal care
- **High-Risk Pregnancy:** Emergency care for pregnancy complications
- **Emergency Cesarean:** Emergency cesarean section capabilities
- **Neonatal Emergency:** Emergency neonatal intensive care services
- **Women's Health:** Emergency women's health and gynecological services
- **Family Planning:** Emergency family planning and contraception services

Pediatric Emergency Services:

- **Pediatric Care:** Specialized emergency care for children and infants
- **Pediatric Surgery:** Emergency pediatric surgical services
- **Child Life Services:** Child life specialists for pediatric emergency patients
- **Family-Centered Care:** Family-centered emergency care for children
- **Pediatric Intensive Care:** Pediatric intensive care for critically ill children
- **Pediatric Transport:** Specialized pediatric transport services

Freestanding Emergency Departments

Neighborhood Emergency Access

Convenient Emergency Care Closer to Home

Freestanding Emergency Overview:

Henderson features multiple freestanding emergency departments providing full emergency services in convenient neighborhood locations, reducing travel time and improving access to emergency care.

Freestanding Emergency Benefits:

- **Convenient Location:** Emergency care closer to residential neighborhoods
- **Reduced Wait Times:** Often shorter wait times than hospital emergency departments
- **Full Services:** Complete emergency services equivalent to hospital emergency departments
- **Insurance Coverage:** Same insurance coverage as hospital emergency departments
- **Transfer Capability:** Seamless transfer to hospital facilities when needed
- **Family-Friendly:** Design optimized for family comfort and convenience

ER at Green Valley Ranch

Green Valley Emergency Access:

- **Address:** 2581 St Rose Parkway, Henderson, NV
- **Location:** Convenient location serving Green Valley Ranch and surrounding areas
- **Services:** Full emergency department services and capabilities
- **Hours:** 24/7 emergency care with no closures
- **Staffing:** Board-certified emergency medicine physicians
- **Integration:** Direct integration with Henderson Hospital services

Emergency Services:

- **Comprehensive Care:** Full range of emergency medical services
- **Diagnostic Services:** On-site laboratory and imaging services
- **Emergency Procedures:** Emergency procedures and stabilization
- **Specialty Consultation:** Access to medical specialists and consultations
- **Transfer Services:** Efficient transfer to hospital facilities when needed
- **Follow-up Care:** Emergency discharge planning and follow-up coordination

ER at Cadence

Newest Freestanding Emergency Room:

- **Address:** 865 E Lake Mead Parkway, Henderson, NV
- **Opening:** Henderson's newest freestanding emergency room
- **Technology:** Latest emergency medical technology and equipment
- **Design:** Contemporary emergency room design and patient flow
- **Community Service:** Serving Cadence and eastern Henderson communities
- **Accessibility:** Easy access and convenient parking

Advanced Emergency Features:

- **Modern Equipment:** State-of-the-art emergency medical equipment

- **Digital Systems:** Advanced digital systems and electronic records
- **Rapid Diagnosis:** Immediate diagnostic capabilities and testing
- **Emergency Imaging:** On-site imaging and diagnostic services
- **Laboratory Services:** Comprehensive laboratory testing and analysis
- **Emergency Transport:** Ambulance and transport services coordination

Emergency Response Systems

Advanced Emergency Medical Services

Coordinated Emergency Response Throughout Henderson

Emergency Medical Services (EMS):

Henderson's emergency medical services provide advanced pre-hospital care and rapid transport to appropriate emergency facilities, ensuring optimal patient outcomes from the moment of emergency contact.

EMS Capabilities:

- **Advanced Life Support:** Paramedic-level advanced life support services
- **Basic Life Support:** Emergency medical technician basic life support
- **Specialized Transport:** Specialized transport for critical patients
- **Inter-facility Transport:** Transport between healthcare facilities
- **Community Education:** Emergency preparedness and CPR education programs
- **Disaster Response:** Emergency response capabilities for mass casualty events

Response Time Standards:

- **Urban Response:** Rapid response times in urban Henderson areas
- **Suburban Coverage:** Comprehensive coverage of suburban neighborhoods
- **Regional Coordination:** Coordination with Las Vegas Valley emergency services
- **Hospital Coordination:** Seamless coordination with hospital emergency departments
- **Communication Systems:** Advanced communication systems for emergency coordination
- **Quality Monitoring:** Continuous monitoring of response times and service quality

Helicopter Emergency Services

Critical Care Transport:

Henderson hospitals feature helicopter transport capabilities for critically ill and injured patients requiring immediate transport to specialized care facilities.

Helicopter Services:

- **Flight Medicine:** Specialized flight medicine teams and equipment

- **Critical Care Transport:** Transport for critically ill and injured patients
- **Inter-facility Transfer:** Transfer between hospitals and specialized centers
- **Emergency Response:** Helicopter response for remote emergencies
- **Weather Operations:** All-weather flight operations when safely possible
- **Landing Facilities:** Hospital helicopter landing pads and facilities

Transport Capabilities:

- **Advanced Life Support:** In-flight advanced life support and critical care
- **Specialized Equipment:** Specialized medical equipment for critical transport
- **Medical Teams:** Flight nurses and paramedics with critical care training
- **Communication:** Advanced communication with receiving hospitals
- **Regional Network:** Integration with regional helicopter transport services
- **Safety Standards:** Comprehensive safety standards and flight operations

Emergency Preparedness and Disaster Response

Community Emergency Preparedness

Henderson's Emergency Preparedness Systems

Emergency Preparedness Overview:

Henderson maintains comprehensive emergency preparedness capabilities to respond to natural disasters, mass casualty events, and community emergencies affecting public health and safety.

Hospital Emergency Preparedness:

- **Emergency Plans:** Comprehensive emergency response and disaster plans
- **Staff Training:** Regular staff training and emergency response drills
- **Equipment Stockpiles:** Emergency medical equipment and supply stockpiles
- **Communication Systems:** Redundant communication systems for emergency coordination
- **Surge Capacity:** Plans for increasing patient capacity during emergencies
- **Community Coordination:** Coordination with community emergency response systems

Mass Casualty Response:

- **Incident Command:** Hospital incident command systems for emergency coordination
- **Triage Protocols:** Mass casualty triage and patient prioritization systems
- **Resource Allocation:** Emergency resource allocation and management protocols
- **Staff Mobilization:** Emergency staff mobilization and scheduling systems
- **Supply Management:** Emergency supply management and procurement systems
- **Communication:** Emergency communication with families and community

Community Emergency Education

Public Education Programs:

Henderson hospitals and emergency services provide comprehensive community education programs to improve emergency preparedness and response capabilities.

Education Topics:

- **CPR Training:** Community CPR and basic life support training programs
- **First Aid:** Community first aid training and emergency response skills
- **Emergency Preparedness:** Family emergency preparedness and planning
- **Disaster Response:** Community disaster response and evacuation planning
- **Health Emergencies:** Recognition and response to medical emergencies
- **Prevention:** Injury and emergency prevention education programs

Community Partnerships:

- **Schools:** Emergency preparedness education in Henderson schools
- **Businesses:** Workplace emergency preparedness and response training
- **Community Groups:** Emergency preparedness for community organizations
- **Senior Centers:** Emergency preparedness for senior community members
- **Religious Organizations:** Emergency preparedness for faith communities
- **Neighborhood Groups:** Neighborhood emergency preparedness and response

Emergency Care Access and Insurance

Emergency Care Coverage and Financial Assistance

Access to Emergency Care for All Residents

Emergency Care Access:

Federal law requires emergency departments to provide emergency care regardless of ability to pay, ensuring all residents have access to emergency medical services when needed.

Insurance Coverage:

- **Emergency Coverage:** Most insurance plans provide emergency care coverage
- **Out-of-Network:** Emergency care often covered even at out-of-network facilities
- **Medicare Coverage:** Medicare provides emergency care coverage
- **Medicaid Coverage:** Nevada Medicaid covers emergency medical services
- **Uninsured Services:** Emergency care provided regardless of insurance status
- **Financial Assistance:** Financial assistance programs for emergency care

Financial Assistance Programs:

- **Charity Care:** Comprehensive charity care programs for qualifying patients
- **Payment Plans:** Flexible payment plans for emergency care costs
- **Financial Counseling:** Financial counseling and assistance with insurance claims
- **Insurance Navigation:** Assistance with insurance coverage and benefits
- **Sliding Scale:** Income-based sliding scale fee programs
- **Emergency Fund:** Hospital emergency fund assistance for qualifying patients

Patient Rights:

- **Emergency Treatment:** Right to emergency medical screening and treatment
- **Non-Discrimination:** Emergency care provided without discrimination
- **Language Services:** Translation and interpretation services available
- **Privacy Rights:** Patient privacy and confidentiality protection
- **Informed Consent:** Information about emergency treatment and alternatives
- **Transfer Rights:** Right to appropriate transfer when specialized care is needed

Quality Monitoring and Improvement

Emergency Care Quality:

Henderson emergency departments participate in comprehensive quality monitoring and improvement programs to ensure optimal emergency care outcomes.

Quality Measures:

- **Response Times:** Monitoring and improvement of emergency response times
- **Patient Satisfaction:** Regular patient satisfaction surveys and improvement
- **Clinical Outcomes:** Monitoring of emergency care clinical outcomes and results
- **Safety Performance:** Patient safety monitoring and improvement programs
- **Efficiency Measures:** Emergency department efficiency and throughput monitoring
- **Staff Performance:** Healthcare provider performance monitoring and improvement

Continuous Improvement:

- **Performance Data:** Regular collection and analysis of performance data
- **Best Practices:** Implementation of emergency care best practices
- **Technology Integration:** Integration of technology to improve emergency care
- **Staff Training:** Continuous staff training and competency development
- **Process Improvement:** Systematic process improvement and workflow optimization
- **Patient Feedback:** Integration of patient feedback into improvement processes

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