

# The 30-Minute ER Commitment

## at College Station Medical Center

### **What exactly is the 30-Minute Commitment?**

When patients enter the Emergency Department at College Station Medical Center, the time of their arrival will be noted. Our pledge is that a doctor will see them within 30 minutes of their arrival.

### **Does this mean patients will be on their way home in 30 minutes or less?**

No. Our commitment is that we will do everything possible to have a physician see our patients and begin their evaluation and treatment within 30 minutes. Depending on the nature of their illness or injury, the duration of each visit will vary.

### **How is the timeframe of patients' visits documented for this commitment?**

When a patient arrives and checks in, the time of arrival will be noted. When the doctor sees the patient, the time will be documented by the Emergency Department staff.

### **Is a 30-Minute Commitment really necessary for an emergency room?**

In many emergency rooms across the country, wait times have been increasing. We want to assure our patients that we are dedicated to not only offering the best quality care but also providing that care as efficiently as possible.

### **Are any other hospitals in the area offering the 30-Minute ER Commitment?**

The 30-Minute ER Commitment is being offered ONLY at College Station Medical Center.

### **When do the 30 minutes officially start?**

The 30 minutes start when the patient checks in with our staff at the Emergency Room desk.

### **Does the 30-Minute ER Commitment affect how patients are prioritized?**

While the goal is to see every patient within 30 minutes, the most severe cases will always receive immediate attention.

### **What was the average time a patient waited before?**

We have been tracking patient wait times over the last several months in preparation for introducing the 30-Minute Commitment, and the vast majority of patients are being seen within 30 minutes.

### **How can the Emergency Department maintain the highest quality of care if speed is the priority?**

It is not our objective now, nor will it ever be, to "rush" patients through the Emergency Department. Our process improvements have been focused on getting patients into a room as quickly as possible and enabling our physicians to see a patient and begin their diagnosis and treatment in a timely manner.

### **Is the 30-Minute Commitment in effect at all times and does it apply to all ages - infants to senior citizens?**

Yes.

### **Do I have to wait up to 30 minutes for someone to say, "May I help you?"**

Absolutely not. Emergency Department staff will greet you as soon as you come in, and a nurse will assess your condition. We pledge that we will do everything possible to have a doctor then see you within 30 minutes.

### **Does this cost more?**

No.

### **Is this covered by my insurance?**

Yes. In fact, in emergency situations we welcome all insurance plans.

---

Should you have any additional questions about our 30-Minute Commitment, please ask any of our Emergency Department staff.