



Transforming  
Emergency Care  
for Seniors



# Welcome to the region's first Senior ER at University Hospitals Richmond Medical Center.

Welcome to the ER designed specifically around the unique needs of seniors.  
Where doctors and nurses are specially trained in senior care, and are available  
around the clock. Where patients are seen and assessed within 30 minutes.  
And where compassionate and comprehensive treatment is always the rule.  
Welcome to the ER that puts seniors and their caregivers first.



We created a different kind  
of emergency room, right inside  
the Emergency Department  
at UH Richmond Medical Center.

## Environment is important.

Designed to reduce the stress of both seniors and their caregivers, we've gone to great lengths to ensure our facility is as comfortable as possible.



- Treatment areas with soft lighting and calming decor
- Clocks and telephones with larger numbers for easier reading
- Large-print signage
- Special mattresses to reduce pressure on skin and aching backs
- Visual and hearing assistive devices
- Personal items like toothbrushes, combs and slippers – items likely forgotten in your rush to the ER
- Safety rails throughout the suite
- No glare, skid-resistant floors
- Functional aids, including step stools with handles and folding walkers

# Specialized care from a specialized staff.

Our experts and a multidisciplinary approach make the difference.



At our Senior ER, highly skilled doctors and nurses with specific training and certifications in the care of older adults lead a team assembled around patient needs. Our expert team may expand to include pharmacists and social workers – a multidisciplinary approach that allows for a greater ability to look beyond symptoms, to the whole person and their unique health care picture.

Our team will check for pre-existing conditions, multiple medications and nutritional needs, in addition to screening patients for depression. By taking the time to evaluate every aspect, we can find the true underlying cause of the health crisis. Which is the key to formulating the most effective care path.

## Designations and certifications.



NICHE designation

GENE certified nurses

A NICHE (Nurses Improving Care for Healthsystem Elders) designation means our facility is staffed by nurses who recognize and address the physical, emotional and functional challenges elderly patients may face in acute care hospitals. All of our Senior ER nurses are GENE (Geriatric Emergency Nurse Education) certified. This makes them uniquely qualified to promote the staff sensitivity and interdisciplinary teamwork that is essential to the highest quality elder acute care.

# Continuity of care – before and beyond the ER.

## Emergency Medical Services (EMS)

When it comes to senior care, time is of the essence. That's why our treatment begins as soon as the EMS arrives. EMS responders consult with our Senior ER physicians via sophisticated communications en route, so that by the time you come through our ER doors, we'll understand your condition, know if heart attack or stroke is suspected, and be ready with immediate life-saving treatment.



## Acute Care for the Elderly (ACE)

Also, should you or your loved one need to be admitted to the hospital after a visit to our Senior ER, our ACE model of care is ready to ensure that the transition to the inpatient setting is as seamless as possible. The ACE model continues to combine a senior-focused environment with a multidisciplinary team approach to keep patients moving forward in their recovery.

# The UH advantage.

When you enter our Senior ER, you gain access to all of the expertise of our UH Institutes and Centers of Excellence, including:

## **University Hospitals Harrington-McLaughlin Heart & Vascular Institute**

Provides the most innovative treatment, technologies and specialists in cardiovascular medicine and diagnostic imaging. UH Richmond Medical Center is an accredited Chest Pain Center.



## **The Center for Wound Care**

Providing specialized treatment of nonhealing wounds caused by diabetes, circulatory problems and other serious medical conditions.



## **University Hospitals Neurological Institute**

Offers excellence in headache, stroke, pain and other conditions related to the nervous system. UH Richmond Medical Center is a stroke-certified facility.

## **University Hospitals Urology Institute**

Specializing in advanced minimally invasive and noninvasive techniques, as well as the development of personalized treatment plans for adults with voiding dysfunction and other urology-related conditions.

## **University Hospitals Digestive Health Institute**

Specializing in care for patients with disorders of the digestive system, from preventive colonoscopy and EGD screenings to diagnoses and advanced treatments.



## Welcome to the future of senior care.

It's time for seniors and their caregivers to get the kind of treatment they need and deserve. And that's why we're here, as the region's first Senior ER, ready and willing to deliver on this promise.

If you have any questions about our Senior ER, call 440-735-3754.

If you or your loved one is experiencing a medical emergency, call 911.



440-585-6500 | [UHRichmond.org](http://UHRichmond.org)

27100 Chardon Road  
Richmond Heights, Ohio 44143