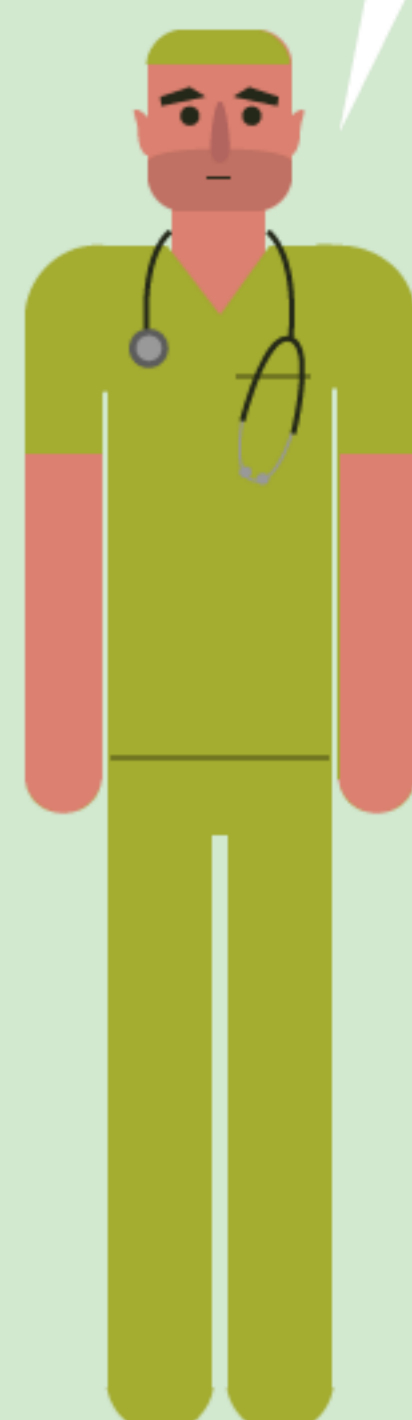


# WHY PEOPLE VISIT EMERGENCY ROOMS

In 2012, Los Robles Hospital & Medical Center of Thousand Oaks saw:

**40,572 VISITS**



20% for pediatric care



1,385 trauma cases



**8-MINUTE**

average waiting time from arrival to seeing our Medical Staff

How Los Robles Hospital & Medical Center is improving patient care:

## TEXT "ER"

Patients text "ER" to **23000** and reply with zip code to get current wait time info



## TRIAGE ONLINE INFO AND MOBILE APP

- Symptom checker
- Disease profiles
- Medical provider locator
- Procedure details



**INOTIFY ER NOTIFICATION APP FOR ONLINE OR MOBILE CHECK-IN**

# COMMON ER COMPLAINTS

## TOOTHACHE

- Abscess
- Tooth decay

## HEADACHE

- Hemorrhaging
- Chronic condition
- Allergic reaction

## RESPIRATORY TROUBLE

- Pneumonia
- Flu/Common Cold
- Bronchitis

## CHEST PAIN

- Heart attack
- Indigestion
- Panic attack

## CUTS

- Abrasions
- Puncture wounds

## STOMACH PAIN

- Kidney stones
- Food poisoning
- Appendicitis

## BROKEN BONE

- Minor fractures
- Complete breaks

## SKIN IRRITATION

- Abscess
- Fungal infection
- Shingles
- Insect bite
- Cellulitis
- Blister

## OTHER PAIN

- Sore throat
- Infection
- Chronic condition

## SPRAIN OR STRAIN

- Overuse or traumatic injury of a ligament, muscle, or tendon

INFOGRAPHIC PROVIDED BY:



### Sources:

- <http://health.howstuffworks.com/medicine/10-common-reasons-for-er-visit.htm>
- <http://www.cdc.gov/nchs/fastats/er-visits.htm>
- <http://www.ncbi.nlm.nih.gov/pubmedhealth/PMH0001861/>