

NEWS RELEASE

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EMERGENCY DEPARTMENT OFFERS FASTTRACK OPTION

Bothwell Regional Health Center has implemented two new services to better serve patients in its [Emergency Department](#).

The first service, FastTrack, is designed for the treatment of illnesses and injuries that are less serious and may not require all the capabilities of a full Emergency Department.

Bothwell opened its FastTrack in response to physician and public requests for this service and to help relieve patient congestion in the Emergency Department. Bothwell sees about 23,000 patients a year in the 12 treatment rooms inside the Emergency Department.

Thanks to this new service, four new treatment rooms are available, and the door-to-physician time has dropped from 50 minutes to 33 minutes. The average length of a patient's stay in the ED has gone from 3 hours to 2.5 hours. The national average for an ED visit is 4 hours, 7 minutes. The Missouri average is 3 hours, 56 minutes.

"We have been pleased with how this option has allowed us to provide quicker service to people with less urgent illnesses and injuries, and helped us keep the ED trauma rooms open for the more serious emergencies," said Theila Luetjen, director of Bothwell's ED.

Bothwell's FastTrack is open from 1 to 11 p.m. Friday through Monday. Data showed these days and times were high use for less severe cases. As soon as additional staffing is in place, Bothwell plans to have FastTrack open from 1 to 11 p.m., seven days a week.

Bothwell Regional Health Center kicks off its second ED enhancement later this week with its partnership with [iTriage](#), a free consumer-based, health-care application that allows smartphone users to access health information and directions to its Emergency Department.

“iTriage will provide value to our community by helping our patients more easily find information about symptoms, diseases and procedures, as well as locate us from the palm of their hand,” said Luetjen.

People can download iTriage for their iPhone, iPod touch, iPad, Android smartphone or access the information from www.iTriageHealth.com. Once downloaded, patients can access turn-by-turn directions to Bothwell’s Emergency Department as well as information on its services.