Overcrowded emergency rooms are caused by poor triage and disuse of primary care physicians.

**Poor Triage:**
- Triage is used to judge the urgency of a condition
- Inefficient triage creates long waits, misdiagnosis, and disgruntled patients
- Fewer and fewer triage nurses are being trained
- Nurses cannot deal with the amount of stress
- Triage requires experience that nurses straight out of school lack
- Patients are not informed of where they are in triage, thus they get restless

**Lack of Primary Care:**
- Newly insured are still going to ERs for routine medical care because they are waiting months for their first doctor’s visit
- Current primary care physicians are quitting
- Medical students are pursuing other specialties
- Overloaded specialists lead to more referrals and increased costs of care
- As patient numbers rise, there will be more urgent care and less time for preventive services and getting to the depth of patients’ problems

**What Needs to be Done:**
- Non-emergency clinic
  - Volunteers
  - Medical students will work to gain experience
  - One doctor to oversee everything
- Shorten waiting times in emergency rooms
  - Incentives for people to pursue nursing as a career (scholarship)
  - Have Nurses check on patients periodically (hourly)
  - Properly inform the patient
  - Separate the seriously ill from those who are there for routine medical care
  - Distribute pamphlets to educate the patients
- Increase the number of Primary Care Physicians
  - Remove the pressure for primary care physicians / incentives should be based on quality outcomes, not on patient volume
  - Make primary care more attractive to medical students by forgiving student loans for those who choose primary care as a career
  - Develop a primary care early acceptance program to selectively admit students who seek to pursue primary care careers
  - Restructure the medical school curricula to emphasize more primary care courses
  - Emphasize and refocus the importance of primary care in the residency program
  - Making primary care practice more manageable and income comparable with that in other specialties
  - More primary doctors= less specialists= lower overall cost/burden
- Communication Between ER Staff and Patients
  - Better explain the patients condition
  - Make sure patient understands what to do to treat it/follow up
  - Inform primary care physician of patient's visit and course of treatment (EMR)

**What Can You Do?**
- Use our “ER Checklist”
- Inform/Educate others on the subject

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