

NOW OFFERING

# ONLINE ER CHECK-IN

Check in online. Choose a time that works for you. We'll save your spot so you can wait in comfort, wherever you would like.

## HERE'S HOW IT WORKS:

1. Visit [mclaren.org/lansingER](https://mclaren.org/lansingER) to select a time or check in at our ER.
2. Sign in on the iPad upon arrival in the waiting room.
3. We strive to see you promptly, but please remember that your time slot is an estimate and the order of arrival may be affected by emergencies.
4. You will receive a text message if there are any changes to your estimated time.

*During busy periods, you may need to wait in the waiting room and receive care there. Our goal is to provide life-saving care efficiently and prioritize serious injuries and conditions. Wait times depend on volume and severity of other patients' conditions. We understand waiting can be frustrating and strive to minimize wait times.*

[mclaren.org/lansingER](https://mclaren.org/lansingER)



# FREQUENTLY ASKED QUESTIONS

## **How is the wait time calculated?**

Emergency Department wait times are provided as an informational service and are calculated based on direct output from our clinical computers.

## **What does the wait time represent?**

The wait time is the time that passes from the time the patient checks in at the Emergency Department desk to the time they are initially seen by a clinician.

## **Is my reservation time a guarantee?**

No, we will do our best to see you when you arrive, but wait times are dependent on the severity of the conditions of other patients also in the Emergency Department.

## **When I arrive, will I be seen right away?**

You will be seen by a triage nurse who will evaluate your condition and decide on the best course of action for you. Patients are seen based on the hospital's standard triage and queuing process.

## **Why did my time change?**

Although the goal is to see each patient quickly, patients with life-threatening conditions are treated first. We will do our best to keep you posted if the wait time changes.

## **How are you maintaining quality care if you are focused on being fast?**

McLaren has worked hard on process improvement to see patients quicker. Quality care is our priority.

## **Is there a way to see my lab and other test results?**

Yes! Enroll in My McLaren Chart to view your medical information and more as soon as they are available. Go to [mclaren.org/se](https://mclaren.org/se) to sign up.