

Making a Lasting Difference

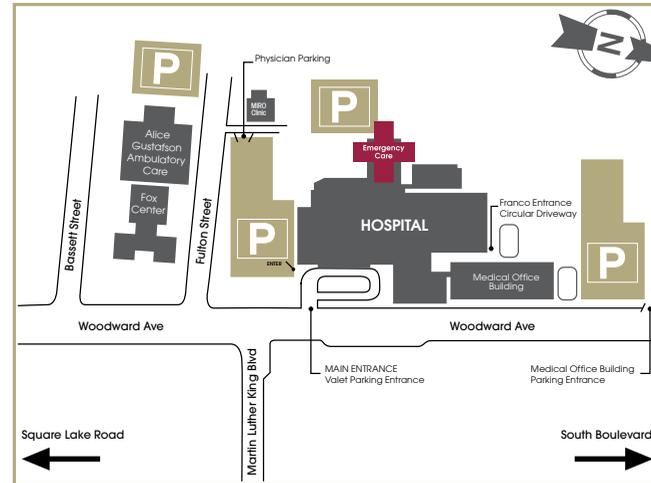
All aspects of your Senior ER experience are designed with your long-term health and wellness in mind. Our caregivers spend more time evaluating your health and medical needs, with a goal of addressing the root causes of issues to ensure long-term health and wellness.

The next time you are faced with an emergency, we hope you choose the skilled staff and welcoming environment of our new Senior ER.

If you or a loved one would like more information, visit www.stjoesoakland.org or call 248-758-7000.



St. Joseph Mercy Oakland Senior Emergency Department 1-248-758-7000



OUR MISSION

We serve together in Trinity Health, in the spirit of the Gospel, to heal body, mind and spirit, to improve the health of our communities and to steward the resources entrusted to us.



SENIOR EMERGENCY CARE

Finally... a unique and personalized ER experience for seniors.

St. Joseph Mercy Oakland
44405 Woodward Ave.
Pontiac, MI 48341-5023
stjoesoakland.org

REMARKABLE MEDICINE.
REMARKABLE CARE.

Life is full of unexpected emergencies - a well-known fact for those of us who have lived a long life. As a senior, you have unique care needs when you suddenly need emergency treatment. Pre-existing medical conditions, multiple medications, nutrition or even issues with depression could turn an injury or illness into something more serious.

A First for Michigan

That's why St. Joseph Mercy Oakland has created the Senior ER. This specially equipped area has eight private treatment rooms staffed by skilled geriatric (senior) emergency care providers. Our Senior ER is the first program in Oakland County exclusively dedicated to meeting the needs of seniors, generally age 65 and up. We're part of a regional initiative to open Michigan's first Senior ERs at the seven hospitals of Saint Joseph Mercy Health System, with a goal of keeping seniors healthy and active.

A Care Experience Like No Other

The Senior ER focuses on the cultural and medical skills required to care for the body, mind and spirit. We strive to provide an experience that is worthy of the dignity and respect seniors deserve.



The Senior ER ensures you have exceptional and comprehensive emergency care that addresses your medical treatment needs and preferences, and also your physical comforts. During the triage (assessment) process, a nurse interviews the patient and, if present, the primary caregiver to determine if the innovative Senior ER program is right for them. This program is optional for all seniors.

Enhanced Expertise and Sensitivity

During your treatment in our Senior ER, a team of board-certified Emergency physicians, nurses, geriatric nurse practitioners, pharmacists, case managers and other clinical staff will assess your physical function, cognitive status and level of risk. All of St. Joe's emergency staff are trained to recognize and address the physical, emotional and spiritual needs of seniors. Our nurses are certified in Geriatric Emergency Nursing Education (GENE).

A Collaborative Care Team

We communicate with other care team members in a timely and efficient manner. This includes consults with your personal primary care physician about treatment options and your care plan.

Pharmacists and Case Managers Are Key Members of the Care Team

Pharmacists work with the emergency care team to resolve medication-related concerns such as drug interactions that may be affecting your health. Our geriatric case manager provides outpatient assessment to you and your family to help you maintain your independence and healthy lifestyle and, if necessary, develop an alternative care plan.

A Quiet and Comfortable Environment

We've transformed the physical space in our Senior ER to optimize your comfort and safety in a peaceful setting. Softer lighting. Private rooms. Non-skid/non-glare floors. Extra thick pressure-reducing mattresses. All of these amenities and more help reduce anxiety, disorientation and minimize the risk of falls and body sores.

Every Detail Matters

In each treatment room there are clocks and telephones with larger numbers. We offer hearing-assistive devices, warm blankets and even items that may have been forgotten in your rush to the ER, such as reading glasses. We offer reclining chairs for friends and family, who are encouraged to stay throughout the care experience.