

# Your Emergency Healthcare Guide



 Abrazo Health Care

Arizona's Emergency Care Experts

[abrazohealth.com/ER](https://abrazohealth.com/ER)

HEALTH INFORMATION AT YOUR FINGERTIPS | CPR AND CHOKING  
HEART ATTACK: KNOW THE SIGNS | STROKES | FIRST AID AND SUMMER SAFETY

# Emergency? First, don't panic.

That's advice Daniel Quan, D.O., a toxicologist based at Abrazo Health Care's West Valley Hospital, offers for any health emergency. When you're well prepared, it's easy to follow his advice.

With this guide, you will learn to recognize major health emergencies and to take the right steps at the right time. "We want our patients to understand and take charge of their health care, as appropriate, while we provide the best assistance to help them be as healthy as possible," Quan says.

Abrazo Health Care's emergency departments are staffed with board-certified emergency physicians, committed to timely, effective, evidence-based care, according to Walter Simmons, M.D., Abrazo Health Care's Regional Medical Director of Emergency Services. "From headaches to trauma, chest pain to strokes, flu to scorpion bites," he says, "we're ready."

And with six hospitals across the Valley, Abrazo Health Care's emergency departments are right in your neighborhood, too.

The Society of Chest Pain Centers accredits all six Abrazo Health Care hospitals, and three are accredited as Primary Stroke Centers.

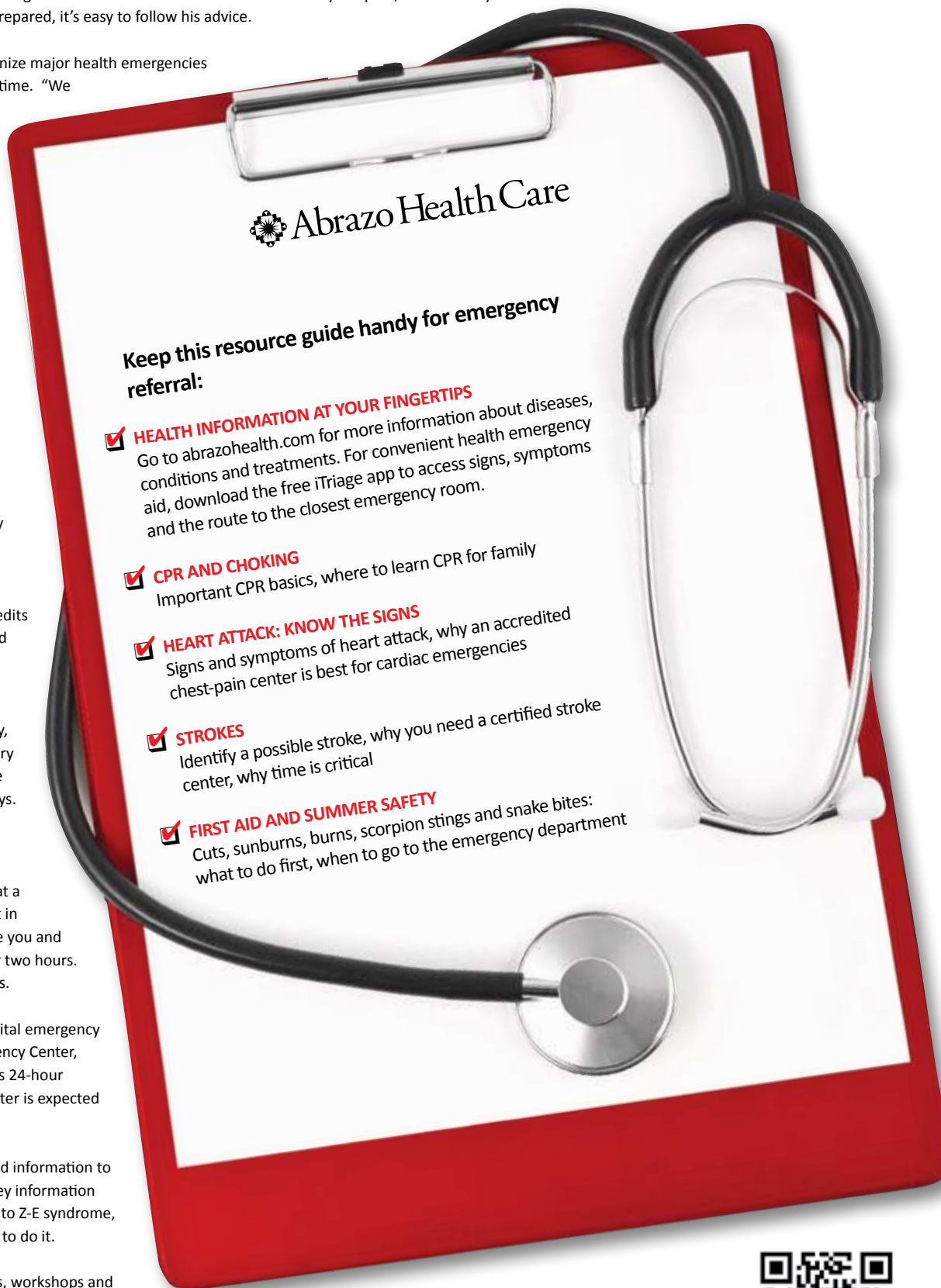
"We have up-to-the-minute technology, rapid turnaround through our laboratory services, and our emergency teams are strongly inter-connected," Simmons says.

Each Abrazo Health Care emergency department provides wireless bedside registration, with systems to assure that a physician sees each emergency patient in 30 minutes or less. "We're ready to see you and get you home or to more care in under two hours. That's our commitment," Simmons says.

In addition to Abrazo Health Care hospital emergency departments, the North Peoria Emergency Center, operated by Arrowhead Hospital, offers 24-hour medical care. A second emergency center is expected to open in Buckeye this summer.

Abrazo online makes it easy to find solid information to be ready for emergencies. You'll find key information on everything from abdominal cramps to Z-E syndrome, what to do in an emergency and when to do it.

Equally important are the many classes, workshops and events Abrazo presents on many health issues and topics. You can check the calendar online, or just call **1-888-322-7296** (1-888-3ABRAZO).



## Keep this resource guide handy for emergency referral:

- HEALTH INFORMATION AT YOUR FINGERTIPS**  
Go to [abrazohealth.com](http://abrazohealth.com) for more information about diseases, conditions and treatments. For convenient health emergency aid, download the free iTriage app to access signs, symptoms and the route to the closest emergency room.
- CPR AND CHOKING**  
Important CPR basics, where to learn CPR for family
- HEART ATTACK: KNOW THE SIGNS**  
Signs and symptoms of heart attack, why an accredited chest-pain center is best for cardiac emergencies
- STROKES**  
Identify a possible stroke, why you need a certified stroke center, why time is critical
- FIRST AID AND SUMMER SAFETY**  
Cuts, sunburns, burns, scorpion stings and snake bites: what to do first, when to go to the emergency department

Scan the code with  
your mobile device or visit  
**[abrazomobile.com/ER](http://abrazomobile.com/ER)**



# CLASSES, SCREENINGS AND MORE

Abrazo Health Care hospitals are ready to work with you to reach optimum cardiac health.

Abrazo Health Care's \$10 Heart Risk Assessment is used to determine heart risk factors. It will help you decide what you can do to reduce your potential for extreme cardiac problems. It's quick and simple, and you can register and schedule your assessment at **602-532-2187**.

A detailed assessment of your cardiac risk is available with a Calcium Score Test. This sophisticated, yet affordable, scan indicates the level of calcium plaque in the heart's arteries. Call **602-266-2200** for more information and to schedule a test.

Special presentations on deep vein thrombosis (DVT) can help those with continuing cardiovascular issues reduce DVT risk through ongoing care, exercise and diet. Call **623-572-4500** for information and registration.

Abrazo Health Care hospitals also offer regular "Healthy Hours" presentations to assist in diet and exercise options to help community members make better choices to improve health outcomes. Call **1-877-977-4968** for topic information and to register.



# Heart attack: Know the signs

Here's the most important thing you need to know about heart attacks: "Anyone at any age can have a heart problem – and a heart attack."

Robert Strumpf, M.D., a cardiologist with Arizona Heart Hospital, says that high risk for heart disorders can be caused by many factors, but chief among these are family history, high blood pressure, smoking, obesity and abnormal cholesterol.

If it appears that someone is having a heart attack, waste no time in calling 911. Emergency crews can begin treatment as soon as they arrive and assess the patient.

"Time is muscle, heart muscle," Strumpf says. "The emergency department is where the patient needs to be, but treatment can begin on the way to the hospital."

Arizona Heart Hospital is one of the nation's top 100 cardiac care hospitals, rated for performing more surgeries and services, having lower cardiovascular-related costs, and providing better patient care resulting in shorter recoveries and fewer complications.

All Abrazo hospitals are accredited by the Society of Chest Pain Centers, assuring that cardiac care is at the highest level at every step.

Through Arizona Heart Hospital's Acute Cardiovascular Treatment (ACT) Program, physicians through the region can access rapid consultation with emergency medicine, cardiology and vascular specialists. Transfers can be quickly arranged and continuity of care is assured. "We have the latest equipment, and our physicians have extensive experience," Strumpf says. "We're ready for rapid intervention, with care combined throughout our cardiac specialties."

To schedule an appointment with one of our cardiovascular physicians, call **602-266-2200**.

Learn more about Arizona Heart Hospital and Abrazo's emergency cardiac services at [azheart.com](http://azheart.com) and [abrazohealth.com/ER](http://abrazohealth.com/ER).

## Is it a heart attack?

Age and gender affect the warning signs of a heart attack, with symptoms often varied, according to Robert Strumpf, M.D., Arizona Heart Hospital. "Many begin with a kind of stuttering pattern," he says.

But there are a few common indications. "Most heart attacks begin in the early morning," Strumpf says. "Don't wait to come in. The clock is ticking and we're ready to help you."

### FOR MEN OVER 40 YEARS OF AGE:

- Pain, often beginning in the chest region and then moving to arm to back and/or belly
- Shortness of breath, dizziness, weakness
- Queasiness or nausea

### FOR MEN UNDER 40 YEARS OF AGE:

- Family history of heart disease
- Multiple personal risk factors (obesity, smoking, etc.)
- Uncomfortable pressure/pain in the chest lasting more than a few minutes

### FOR WOMEN

- Extreme feelings of anxiety, weakness or tiredness
- Pain or burning in the chest; pain in the back, jaws, arms, neck or stomach
- Dizziness, nausea, fainting or lightheadedness



“Anyone at any age can have a heart problem – and a heart attack.”

*Robert Strumpf, M.D.*

# LEARN MORE

You can find more information about identifying your risk factors for a stroke, how to recognize symptoms, how to determine early warning signs of a possible stroke and more online at [abrazohealth.com/services/stroke](http://abrazohealth.com/services/stroke).

With three hospitals certified as primary stroke care centers, Abrazo Health Care frequently offers community presentations on identifying signs and symptoms of a stroke, how to reduce your risk factors for strokes, and more.

Call **1-888-669-3444** for more information about topics, location and schedules.



## SIGNS OF STROKES

Strokes affect different people in different ways, depending on the type of stroke, the part of the brain affected and the amount of brain injury. Initial symptoms can include:

- Sudden numbness, weakness or a tingling sensation around the face, in an arm or leg; often experienced on just one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden problems seeing, especially in one eye
- Sudden severe headache, with no apparent cause

“Some symptoms can be very subtle,” Steven Galasky, M.D., says. “And sometimes people will simply feel a little weak, and think it’s just a passing feeling.”

“Never wait to come to the hospital. We want to see you no matter what. Let the emergency department sort out your symptoms and decide. We’d rather see you and tell you everything’s okay.”

# Strokes

## Be a clock watcher.

If you even think you or someone close could be experiencing a stroke, first call 911. Then you need to know when symptoms began and how long they lasted.

This information helps physicians determine what type of stroke you may be having and what treatments should be considered.

“We don’t want you to wait. If any symptom of stroke lasts more than a few minutes, you need to be in the emergency department right away,” says Steven Galasky, M.D., an emergency department physician with Arrowhead Hospital.

Every minute spent trying to decide whether to go to the hospital may mean more possible damage from blood clots in the brain and blood vessels.

Three of Abrazo Health Care’s six hospitals – West Valley, Arrowhead and Phoenix Baptist – are certified primary stroke centers, a designation indicating special expertise in the diagnosis and treatment of strokes.

Persons who smoke, are overweight, have diabetes, or high blood pressure, coupled with a family history of heart or vascular disease, are at higher risk for stroke. (You’ll find more information at [abrazohealth.com/services/stroke](http://abrazohealth.com/services/stroke).)

Nearly all strokes are caused when an artery in the brain is narrowed or blocked, depriving brain cells of oxygen and nutrients.

“You may have minimal symptoms,” Galasky says, “but a big part of your brain could be in danger.”

Immediate diagnosis and treatment can minimize long-term damage to critical areas of the brain, easing recovery and rehabilitation time.

“Today, we have some great techniques and therapies to treat strokes quickly,” Galasky says. “There are new enzyme-based drugs that can dissolve a clot and restore blood flow very quickly.”

“You may have minimal symptoms, but a big part of your brain could be in danger.”

*Steven Galasky, M.D.*

## Stroke is an Emergency

### Every minute counts **ACT F.A.S.T!**

#### Face

Facial droop  
Uneven smile

#### Arm

Arm numbness  
Arm weakness

#### Speech

Slurred speech  
Difficulty speaking or understanding

#### Time

Call **911** and get to the hospital immediately.

#### Stroke risk factors

- High blood pressure
- High cholesterol
- Heart disease
- Diabetes
- Smoking
- Heavy alcohol use
- Physical inactivity and obesity
- Atrial fibrillation (irregular heartbeat)
- Family history of stroke

Have the ambulance go to the nearest certified stroke center.

# CPR? WHAT'S THAT?

CPR – or cardiopulmonary resuscitation – helps blood to circulate throughout the body, most importantly to provide continuing oxygen to the brain. Rapid chest compressions (done to the tune of “Stayin’ Alive”) help move blood from the chest area quickly.

Families need be sure that at least one family member is well-trained in CPR techniques for adults, children and infants. Babysitters, too, should be asked if they have had CPR training through a qualified babysitting certification class.

Classes in CPR are offered through many health-related groups and organizations. The American Heart Association, the American Red Cross, YMCA, YWCA, YM-YWHA and Jewish Community Centers often provide CPR instruction, as do the Boy Scouts and Girl Scouts.



## EVERYONE INTO THE POOL – SAFELY

Small children can drown in nearly any amount of water, from a bucket to a pet’s water bowl, but most often in Arizona, they drown in swimming pools.

Drowning, according to the Phoenix Fire Department, is the top cause of death for children younger than 5 throughout the state.

Because it takes only moments for a small child to drown in a pool, it is imperative to practice pool safety at all times. Never, ever leave a child unattended in a swimming pool – even for one minute!

# CPR and choking

## Minutes matter.

When a person stops breathing, “Survival is cut 10 percent for every minute without oxygen,” says Tim Ryan, M.D., an emergency physician with Phoenix Baptist Hospital.

Breathing can stop because the person is experiencing cardiac arrest, or from a sudden throat closure or constriction.

Even if you haven’t had a formal class or certification, the American Heart Association suggests that untrained adults can perform chest compressions until emergency assistance arrives. Training is especially important for Arizonans because the state is home to so many pools and lakes.

CPR is sometimes used when adults or children choke, but the first step is to try to remove whatever is stuck in the throat.

Adults or children who are choking typically clutch at the throat, cough, gasp and sometimes wheeze.

Choking can also create a spasm in the throat that results in the bite of food or other item being inhaled into a lung.

To quickly aid an adult or child who’s choking, remember “five plus five.” That means first thump five times between the person’s shoulder blades with the heel of your hand.

Then, grasp their abdomen from behind and give five thrusts (the Heimlich maneuver).

“It’s especially worrisome when children have something stuck in their throat,” Ryan says. “They may aspirate any small object into a lung.”

“If you even think there is a possibility a small child or toddler has something stuck or might have inhaled it, or if an adult can’t catch a breath after choking, don’t hesitate. Call 911, then bring them in to the emergency department. We’d like to see you even if you manage to get that item out of the throat.”



“Survival is cut 10 percent for every minute without oxygen.”

*Tim Ryan, M.D.*

## CPR basics

Not too long ago, CPR was as simple as ABC. That stood for airway (make sure it’s clear), breath (blow several strong breaths into the person’s mouth), and compress the chest (push down into the chest to stimulate blood flow).

Good news for everyone, CPR is now even easier! The American Heart Association revised guidelines advise untrained volunteers outside the hospital to provide assistance immediately to persons suffering apparent cardiac arrest.

**These guidelines suggest a CAB technique: steady Chest compressions at a little more than one per second, Airway clearing and then a Breath into the mouth.**

**Since 90 percent of all cardiac arrests occur outside a hospital, “It is absolutely key to have at least one family member schooled in CPR,” Tim Ryan, M.D., says.**

**“CPR increases the potential for survival exponentially, and it really is easy to learn. In fact, age 12 is not too young to be trained.”**

“CPR training is easy to find throughout the Phoenix region,” Ryan adds.

**For more information, call the American Heart Association’s CPR hotline, 1-877-242-4277.**

# TRIPS TO THE ER

In Arizona, you're most likely to visit an emergency department if you're having stomach or abdominal pains, according to Walter Simmons, M.D., Regional Medical Director of Emergency Services for Abrazo Health Care.

Children are most likely to be seen for fevers or possible virus infections, abdominal pain or vomiting, trauma, and upper respiratory infections.

"We use the strength of our system to get the best possible care for our patients," Simmons says.

"We're about giving the best possible care, recognizing health care as a critical resource for our community."

# First aid and summer safety

Even in Arizona's heat, children on summer vacation like to play outside. That means lots of opportunities for a host of injuries, big and small.

Fortunately, most minor cuts, scrapes and injuries can be treated at home, as Daniel Quan, D.O., an emergency department physician with West Valley Hospital, explains.

"Wash the cut or wound with soap and water, apply direct pressure to stop bleeding," he says.

Use sunscreen as a matter of routine. But if you get a sunburn, it is easily treated at home, unless there is blistering. If infants or toddlers suffer any sunburn, call your pediatrician, according to Quan.

Parents need to be careful, too, about letting small children walk barefoot on hot pavement, pool decks and patios. Small feet with tender skin will burn on impact.

"Very young children, like everyone else, should wear hats at all times in the summer. Parents should be sure young children, toddlers and they themselves are getting enough liquids, like water or juice," Quan says, noting that staying hydrated will help prevent heat exhaustion – as will not pushing too hard when it comes to outdoor activities in the heat of the day.

As threatening as Arizona's blazing sun, small desert creatures can inflict damage in moments. "Scorpions are dangerous mostly to young children, and older adults," Quan says. "Most adults need emergency care only if symptoms are present within a half hour or so after a sting."

Symptoms include jerky eye movements, uncontrolled tongue and arm movement and severe pain.

"Infants and persons over 65 years old may have symptoms quickly, and need to be seen promptly. Here at West Valley Hospital, we are trained to use and have available Anascorp™, the antivenom that treats scorpion stings."

Snakes, however, are not scorpions. "Any snake bite should be seen and evaluated in the emergency department," Quan says. "Do not wait. Up to 75 percent of snake bites contain venom, so you need to be seen promptly."



“Scorpions are dangerous mostly to young children and older adults.”

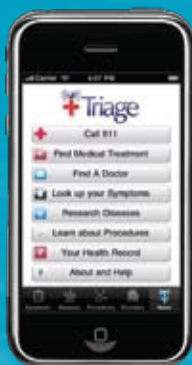
*Daniel Quan, D.O.*

## ITRIAGE: DON'T GET SICK WITHOUT IT!

A free smart-phone application allows users to search for a number of healthcare-related items, including:

- A nationwide directory of hospitals, urgent cares, retail clinics, pharmacies and physicians
- Turn-by-turn facility directions by GPS IP address or ZIP code locations
- Information on thousands of symptoms, diseases and medical procedures

Abrazo Health Care is the first health system in Arizona to implement this app. To download the free app for iPhone®, Android™ and Palm®, go to [iTriageHealth.com](http://iTriageHealth.com).



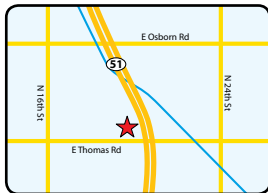
**Because it takes only moments for a small child to drown in a pool, it is imperative to practice pool safety at all times.**

#### Here are some tips:

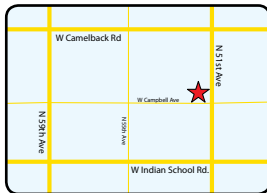
- Separate your pool from your house with an approved barrier/fence and a locked gate.
- Never allow children to be alone near the pool.
- Have flotation devices, poles, and hooks near the pool always.
- Keep large objects like tables, chairs, game centers, toys and ladders away from the pool fence.
- Have a phone or cell phone nearby.
- Always have a designated child watcher at the pool.
- Always take the children with you if you leave the pool area – even for a minute.



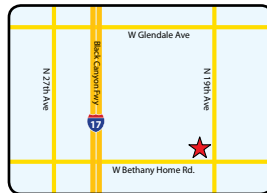
**Arizona Heart Hospital**  
 1930 E. Thomas Rd.  
 Phoenix, AZ 85016  
**602.532.1000**



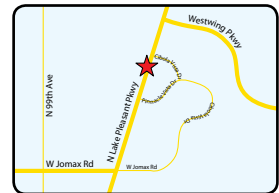
**Maryvale Hospital**  
 5102 W. Campbell Ave.  
 Phoenix, AZ 85031  
**623.848.5000**



**Phoenix Baptist Hospital**  
 2000 W. Bethany Home Rd.  
 Phoenix, AZ 85015  
**602.249.0212**



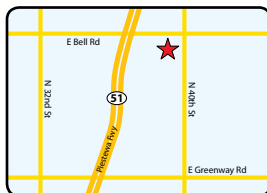
**North Peoria Emergency Center**  
 26900 N. Lake Pleasant Pkwy.  
 Peoria, AZ 85383  
**623.561.2022**



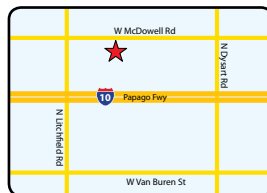
**Arrowhead Hospital**  
 18701 N. 67th Ave.  
 Glendale, AZ 85308  
**623.561.1000**



**Paradise Valley Hospital**  
 3929 E. Bell Rd.  
 Phoenix, AZ 85032  
**602.923.5000**



**West Valley Hospital**  
 13677 W. McDowell Rd.  
 Goodyear, AZ 85395  
**623.882.1500**



**West Valley Emergency Center**  
 525 S. Watson Rd.  
 Buckeye, AZ 85326  
**Opening soon**



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