



# WELCOME TO THE CDU!

On behalf of our team, we would like to welcome you to our Clinical Decision Unit (CDU)! We want to make sure you feel comfortable and cared for during your stay. Below is helpful information to guide you during your time with us.

## WHAT IS THE CDU?

- The CDU is a section of the Emergency Department for patients who have been seen in the ED and need more time for tests or treatment, known as “Observation” before going home or being admitted
- You can expect to stay between 8 and 24 hours.

## YOUR CARE TEAM



Advanced Practice Providers (Physician Assistants, Nurse Practitioners) and Physicians



Registered Nurses (RNs)



Emergency Medical Technician (EMTs)

## MYCHART

Denver Health’s MyChart is a secure, online service offered at no cost to Denver Health patients, that allows you or a family member or guardian to manage your care from anywhere. Ask the CDU team for more information about signing up!

## COMMON QUESTIONS

### Q: How do I get help?

**A:** Push the red button on your remote. Group all questions together so we can assist efficiently.

### Q: Why do I hear beeping sounds?

**A:** It’s the vital-sign monitor (heart rate, oxygen, BP). We keep an eye on it and act if anything worries us.

### Q: Can I have visitors?

**A:** Yes - up to two visitors at a time, anytime. They should enter through Pavilion A and go to the ED waiting room.

### Q: Where do I get food?

**A:** Room Service is available 6:30AM-7:00PM. Order from the menu in your room; meals are delivered within 45 minutes (or at a specified time). For diet questions, contact room service or the dietitian.

### Q: Where will my prescriptions go?

**A:** To any pharmacy of your choice. On-campus options: Outpatient Medical Center, Discharge Pharmacy or Webb Pharmacy.

### Q: Insurance/Coverage Questions?

**A:** Contact your insurer (number on your card). Enrollment Specialists can also help determine eligibility for cost-help programs. Call **303-602-2300** or visit **DenverHealth.org/enrollment-locations**

### Q: Billing Questions?

**A:** Call **303-602-2200** or toll-free **1-866-729-8447** for financial-assistance programs.

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We’re here for you and glad to be part of your care. If you have any other questions, just let us know!

Sincerely,  
**Your CDU Team at Denver Health**