

Atrium Health - Mercy Transport FAST PASS

- Please **DO NOT** eat or drink anything unless your care team has specifically allowed you to do so.
- Should you have any increase in pain or change in your symptoms please alert your care team so that any concerns can be addressed.
- Please gather all of your personal belongings and place them in a belongings bag. Our team will be happy to assist you do this if you are unable.
- Please ensure that any medical equipment, such as IV or bandages remain in place. Should your IV be accidentally removed or begin to bleed, please apply pressure directly over the site and hold this firmly. You may return to Carolinas Medical Center Emergency Department or arrive to Atrium Health – Mercy Emergency Department (whichever is closer) to have this addressed if needed.
- You should show this **FAST PASS** to any of our teammates who can help direct you and ask that upon leaving Carolinas Medical Center you should proceed directly to:

Atrium – Health Mercy
2001 Vail Avenue
Charlotte, NC 28207
704-355-5000

- Between the hours of **5am - 5pm**, please arrive to the **Atrium Health - Mercy** front entrance and between the hours of **5pm - 5am**, please arrive to **Atrium Health - Mercy Emergency Department** entrance where you will be escorted to the appropriate area.
- If you are transported via the Atrium Health Shuttle Service, our team will prioritize your prompt and safe arrival to the appropriate entrance at Atrium Health – Mercy.
- At any time if you have any questions about your care and our transportation process, please ask any of our Atrium Health teammates who will be happy to assist you.

THANK YOU for choosing Atrium Health to help you during your illness. We are honored to have your trust in our team who work diligently to provide the care you need when you need it most!

We hope you feel better soon and wish you well in your recovery!

Sincerely,

Your Atrium Health Care Team