Abstract

People use emergency department services for a wide variety of health complaints, many of which could be handled in a primary care setting. Investigation of patient demographics and the reasons behind the choice of emergency department services is vital to guide the development of policy and design of interventions to address more appropriate patient management strategies. As academic health center emergency departments struggle to manage the care of all patients, options to relieve overcrowding must include the expansion of primary care services. This project identifies the reasons that persons chose the emergency department for concerns related to five identified ambulatory care sensitive diagnoses.