

## What happens when I am discharged?

When you are discharged home make sure you:

- Understand your care plan and follow up (e.g. medications and appointments).
- Ask about medical certificates, letters and return of private x-rays.
- Ask your doctor about any GP or specialist medical follow-up requirements.
- Understand any Community Health Service options or support that may be available to you.

## Ceasing Care

If you wish to cease your care, or leave the ED before your treatment is finished, you should always discuss it first with the doctors and nurses so that you are fully informed of any possible complications you may face.

**Never leave the Emergency Department without telling the nurses or doctors.**

## Aboriginal and Torres Strait Islander people

Everybody will be asked 'Are you [is the person] of Aboriginal or Torres Strait Islander origin?' You are encouraged to identify your origin. If you need the assistance of an Aboriginal Liaison Officer or Social Worker please ask the triage nurse.

## Non English speaking patients

If you need an interpreter please ask the triage nurse.

## Your comments

If you have any concerns or comments about your treatment, please ask the nurse or doctor looking after you.

We aim to achieve the best care for every patient in the ED. Sometimes balancing everyone's needs is a complex task.

If you have had an experience and you feel we could learn and improve from it, we are keen to hear from you. All feedback is given full consideration, and should be addressed to the Nurse In Charge.

For more information on providing comments or concerns go to: <http://www.health.nsw.gov.au/hospitals/healthcare/index.asp>

## DID YOU KNOW?

- Other health care providers like GPs and after hours telephone services may provide options for care in non-urgent cases.
- NSW EDs treat around 2 million people a year.
- Many critically unwell patients arrive by ambulance and may not be seen by the other people in the waiting room. In many EDs an average of 50 ambulances arrive every day.

**For health advice and information call  
healthdirect Australia on 1800 022 222**



Health

# Welcome to the...

# Emergency

## Department

- **1. See triage nurse**
- **2. See clerk at reception**
- **3. Wait to be called**
- **4. Tell us if you are feeling worse**



Health

## Emergency Department (ED)

Welcome to the Emergency Department (ED). This information will help you understand what will happen while you are here.

### Triage

On arrival to the ED you will see a specialist emergency nurse called the 'triage nurse'. The triage nurse assesses the urgency of your condition and allocates a triage category.

The triage system has five categories with target treatment times:

- **IMMEDIATE** (life-threatening - 2mins)
- **EMERGENCY** (imminently life threatening, or very severe pain - 10mins)
- **URGENT** (potentially life-threatening - 30mins)
- **SEMI-URGENT** (potentially serious - 60mins)
- **NON-URGENT** (less urgent - 120mins)

The most critically injured or ill patients are seen first, regardless of when you arrived or whether you arrive by ambulance, walk in or are sent by another doctor.

Minor illnesses and injuries (like nausea, minor cuts, sprains and strains) may be treated in a separate area of the ED which has its own dedicated staffing.

### Code of behaviour

Patients, relatives and staff all want to be safe in the ED. NSW hospitals have a policy of zero tolerance to violence. This means acts of violence, swearing, threats or verbal abuse will NOT be tolerated. Anyone who is violent or abusive will be asked to leave by the staff, security or police.

### Important information

To help us with your treatment, please be prepared to provide the administrative staff at reception with:

- Your Medicare number
- Any private health insurance details
- Any religious/cultural requirements.

The medical and nursing staff need important information to help care for you such as:

- Any current health problems or medications
- Allergies you may suffer from
- If you are pregnant or breastfeeding
- If you have had any recent overseas travel
- Home situation and social support



Emergency Entrance

If you feel you are getting sicker – you need to tell the triage nurse immediately.

### From triage to treatment

Sometimes the ED waiting room may appear quiet, but inside the ED is actually very busy. No-one's treatment can be rushed, so we thank you for your patience and consideration.

If you are waiting and feel the need to go to the toilet or step outside — tell the nurse.

### Pain Relief

If you are in pain, please tell the nurse who can help you.

### Eating and Drinking

Please do not eat or drink before you speak to the triage nurse. Sometimes you should not eat or drink anything because you may need an operation or tests which require you to have an empty stomach.

### Initial assessment and treatment

The ED staff work as a team. Often an experienced nurse will begin your treatment and continue to monitor your condition in the waiting room.

Some EDs have Emergency Nurse Practitioners (ENPs) as part of their team. ENPs are highly experienced emergency nurses, qualified to assess patients, provide treatment and discharge

or refer some patients without the need for the patient to see a doctor. ENPs work together with all other health professionals to provide high quality care .

A doctor or nurse will see you as soon as they are able. At any time, staff may be redirected to treat a patient with life-threatening or urgent conditions, but this will not affect your care

### Further assessment

You may need further medical tests, or specialist assessment to help decide what the best treatment for you is.

You will be involved in decisions about your treatment, admission and/or safe discharge.

Admission will be to the most appropriate ward for your care. In some cases this may mean you need to be transferred to another hospital.

If at any time you don't know what is happening, please ask the staff.



### Other essential and support staff

The ED staff work as a team, so you may meet other staff on your visit such as:

- Clinical Initiatives Nurse
- Social Workers
- Physiotherapists
- Wardspersons

Further information about the roles of ED staff is available on the displayed poster.

### Patients and Visitors

We know you need the support and encouragement of your family and friends to assist you, but for safety reasons we can only allow one or two visitors with you inside the ED treatment area at any time. We may need to ask them to wait in the waiting area at times during your treatment.

Visitors must always respect the privacy and care of other patients.

Children must always be accompanied by a parent or carer.