

X-rays

You may have X-rays (scans of your body) taken. For example, chest X-rays may be taken if you are breathless or have chest pain. Arm or leg X-rays may be taken if you are injured.

CT scans

During a CT scan, a computer is used to take many X-ray images at once.

The results of any tests that are done will be discussed with you by the team.

After the ED

Staying in hospital

Some people who come to an ED need to be admitted to a hospital ward. If this is the case for you, we will get you to the most appropriate ward as soon as possible. If the hospital is busy this may take some time, during which we will continue to look after you in the ED.

Leaving hospital

Leaving hospital is called being discharged. When you are leaving, a staff member will talk to you about:

- your care plan and follow up (e.g. medications and appointments)
- medical certificates, letters and return of private X-rays
- follow-up with a community health service, general practitioner (GP) or specialist clinic.



DID YOU KNOW?

GPs and telephone services can help in non-urgent cases. You can contact HealthDirect Australia for free on 1800 022 222 or www.healthdirect.gov.au

Expectations

What can you expect from us?

You can expect your doctors, nurses and other staff to:

- be polite and courteous
- treat you with respect and dignity
- explain things carefully and in a way you can understand
- keep you informed of your results and your progress in the ED
- tell you what is going to happen next.

If at any time you don't know what is happening, please ask the staff - they are happy to answer any questions.

What we ask of you

Eating and drinking

Please do not eat or drink before you see the doctor. Some procedures or treatments require you to have an empty stomach.

Stopping your treatment

If you wish to leave the ED before being seen, or leave before your treatment is finished, please discuss it first with the doctors and nurses so they can tell you about any possible complications.

Feedback

Your feedback is important to us. Please ask the staff how you can provide your feedback.

What to Expect From Your Visit to the Emergency Department



Welcome

The Emergency Department

We're sorry that you're unwell or injured today and have had to come to the Emergency Department (ED).

For many people this is their first time coming to hospital and we know that it can be an anxious experience.

This leaflet aims to give you information on what you can expect from today's visit. If you have any questions, you can ask any staff at any time.

First steps

Everyone who comes to the ED for treatment is seen by a senior nurse when they arrive.

The nurse will ask why you have come to the ED and may take some measurements, like your heart rate and blood pressure.

The nurse will determine how urgently you need to be treated depending on how unwell or injured you are.

Personal information

Information on arrival

When you arrive, our staff will need you to provide the following information:

- your Medicare number
- any private health insurance details

- any religious or cultural beliefs or practices you think we should know about.

We will also need personal information to help care for you, such as:

- any health problems you have or medications you're taking
- allergies you may suffer from
- if you are pregnant or breastfeeding
- if you have been overseas recently
- your home situation and what social support you have.

Looking after you

Aboriginal and Torres Strait Islander people

Everybody will be asked 'Are you of Aboriginal or Torres Strait Islander origin?'

You are encouraged to identify your origin. If you would like the assistance of an Aboriginal Liaison Officer or social worker, please ask a staff member.

People who don't speak English

If you need an interpreter please ask at the reception desk.

The Translating and Interpreting Service (TIS National) provides free interpreting services to people who do not speak English. TIS National is available 24 hours a day, every day. Call **131 450**.

Your rights and safety

The Australian Charter of Healthcare Rights is available to everyone in the healthcare system. It allows everyone to share an understanding of the rights of people receiving healthcare.

Everyone should be safe in the ED. All NSW hospitals have a policy of zero tolerance to violence. This means violence, swearing, threats or verbal abuse are not permitted. Anyone who is violent or abusive will be asked to leave by staff, security or police.

What should I expect?

How long will I be here?

The staff will see you as soon as possible. The sickest people will be seen first.

In the meantime, your treatment may commence while you are waiting and this could include some medication (such as pain relief) or tests (such as an X-ray).

We may need to ask a specialist doctor or nurse from another part of the hospital to come and see you to help decide what care you need.

How long you stay will depend on why you have come to the ED and what care you need.

Most people who end up going home from the ED do so within four hours.

Tests and scans

What tests might be done?

Some people might need to have some tests done in the ED. Three common ones are blood tests, X-rays and CT scans.

Blood tests

A blood test might be done before or after you see a doctor. Some people may need to have a second blood test during their stay.



IMPORTANT

If you feel you or a family member are getting sicker, please tell a staff member immediately.



WHAT IF I HAVE QUESTIONS?

While you are in the ED, you will have a team of health professionals looking after you. If you have questions, please ask us at any time.