

Your guide from the Emergency Department to



Ambulatory Emergency Care Unit

Patient Information Leaflet

Introduction

On behalf of the team who will be caring for you we would like to take this opportunity to welcome you to Russells Hall Hospital. This guide aims to give you information about what happens when you are in the Emergency Department and are transferred to the Ambulatory Emergency Care Unit.

What happens when I get to the Emergency Department?

You will be assessed by a triage nurse as soon as possible when you arrive in the Emergency Department (ED). They will decide whether you need urgent treatment or need to be referred to another department or service.

This first assessment has to be quick and the triage (sorting) nurse will base their decision on your symptoms, how they have developed and the tests we have carried out.

Based on your assessment you have been referred to the Ambulatory Emergency Care Unit.

What is the Ambulatory Emergency Care Unit?

The Ambulatory Emergency Care (AEC) Unit provides further same day assessment, diagnosis, care and treatment to patients in one central location. The aim of the unit is to get you or your loved one home as quickly and as safely as possible, and to avoid you having to stay overnight in hospital.

What are the benefits of the AEC Unit?

- As you will be given a rapid assessment by a senior clinician, any treatment you need will be started as soon as possible so that you can go home more quickly.
- You will only need to stay overnight in hospital if it is absolutely necessary for your medical condition.

What can I expect?

It is likely that you will need to have several tests and examinations so that we can work out what treatment you need. These may take some time to complete, even though we will always try to keep the amount of time you spend in the unit as short as possible. The unit is open until 8.30pm so although you may be here until the unit closes, this does not mean that you will need to stay in hospital overnight.

What tests will I need?

Some examples of typical tests that you might have include:

- Taking your blood pressure, temperature, pulse rate and rate of breathing
- A blood test
- An ECG
- A blood glucose test

It is likely a nurse will start some tests during your assessment before you see a doctor.

Visitors

We are happy for one person to accompany you throughout your stay on the unit. We do not allow children to accompany you on the unit but if this causes you concerns please speak to the nurse in charge.

Personal property

Please note that the hospital cannot accept responsibility for your property unless it is handed to a staff member for safekeeping and an official receipt is obtained.

What happens next?

You may need to be admitted to hospital overnight. If not and you are told you are able to go home, you may be asked to come to an outpatient appointment or return to your GP for follow up care.

Transport home

You will need to arrange your own transport home. If you experience difficulties with this, please speak to one of the nursing staff who can assist you.

What if I feel ill when I get home?

You may not feel completely better straight away as it may take a few days for your treatment to work. However, if you continue to feel unwell after a few days or your condition worsens please contact your GP in the first instance.

Feedback

We are always keen to hear your feedback about the service we have provided. If you are unhappy about any aspect of your care from either the Emergency Department or Ambulatory Emergency Care Unit, please ask to speak to the nurse in charge.

Alternatively you can discuss any concerns with our Patient Advice and Liaison Service (PALS) who can be contacted on:

Freephone: 0800 073 0510

If you have any questions or concerns about your care and treatment, please do not hesitate to discuss these with the staff on the unit.

This leaflet can be made available in large print, audio version and in other languages, please call 0800 0730510

सेक्टर एच लीडलॉट (डिटा एडमिनिटर) डुसॉ आपनी भाषा (पंजाबी) दिर लैटा चाहुंटे रे उां खिया कर के पेशेंट इंनफरमेशन के-ऑरडीनेटर नाल **0800 0730510** टैलीफोन नंबर ते संपर्क करे।

यदि आपको यह दस्तावेज अपनी भाषा में चाहिए तो पेशेंट इनफरमेशन को-आरडीनेटर को टेलीफोन नंबर **0800 0730510** पर फोन करें।

જો તમને આ પત્રિકા તમારી પોતાની ભાષા (ગુજરાતી)માં જોઈતી હોય, તો કૃપા કરીને પેશન્ટ ઇન્ફોર્મેશન કો-ઓર્ડિનેટરનો **0800 0730510** પર સંપર્ક કરો.

আপনি যদি এই প্রচারপত্রটি আপনার নিজের ভাষায় পেতে চান, তাহলে দয়া করে পেশেন্ট ইনফরমেশন কো-অর্ডিনেটরের সাথে **0800 0730510** এই নম্বরে যোগাযোগ করুন।

إذا كنت ترغب هذه الورقة مترجمة بلغتك الأصلية (اللغة العربية) , فرجاءا اتصل بمتسق المعلومات للمريض
0800 0730510 Information Co-ordinator على الناقون

حسب ضرورت اس لفظ لست کوٹھا زبان (اردو) میں حاصل کرنے کے لئے ریلوہ رہائی ٹیلیفون نمبر **0800 0730510** پر وقت آکرشمن کو-آورڈینٹر (گریٹس) کے لئے معلومات کی فرومی کے سلسلے میں (شر) کے ساتھ رابطہ تم کریں۔