

Further treatment

A member of the health care team will give you instructions about caring for yourself. Please listen carefully. You can always ask staff to write things down so you don't forget.

If you have further questions about your care you can contact your GP.

Welcome to the Emergency Department

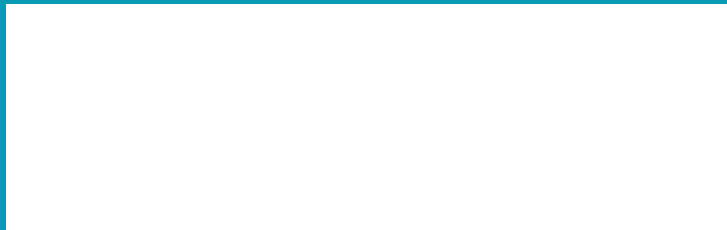
For health advice from a Registered Nurse you can call NURSE-ON-CALL 24 hours a day on 1300 60 60 24 for the cost of a local call from anywhere in Victoria.



NURSE-ON-CALL provides access to interpreting services for callers not confident with English.

*(calls from mobile calls may be charged at a higher rate)

If you need to contact the hospital use the number below.



Remember, staff are here to help you.
Ask for help if you need it.

www.health.vic.gov.au



What should I do?

- 1 See Triage Nurse
- 2 See Administration Clerk
- 3 Wait to be called
- 4 Tell us if you are feeling worse

The Emergency Department can be a very busy place. Knowing how it works can make your visit easier.

When you arrive

The first person you see is a nurse who assesses your immediate health needs. This is the Triage Nurse.

The Triage Nurse may start your treatment or arrange tests. This can help to determine which other members of the health care team you need to see.

More serious cases are given priority, even if they arrived after you, but you will be treated in the shortest possible time. All patients, even those arriving by ambulance, are assessed this way.

Next, the administration clerk will ask for your current health care cards and contact details.

If you start to feel worse let the Triage Nurse know.

While you wait

It's often comforting to have a family or friend with you in the hospital, so please tell them where you are. Hospital staff can help you do this.

You may be asked to wait in the waiting room or the treatment cubicle. While you wait, hospital staff will try to make sure you are as comfortable as possible.

If you would like blankets, pillows, food or drinks, ask them.

Waiting can be frustrating, but for everyone's comfort and safety, please treat others with respect. Remember hospital staff are here to help you.

If you need to leave the waiting area make sure you let hospital staff know, and ask them before you eat or drink anything as it may affect your treatment.

If you choose not to wait for treatment, you can leave. But it's important to let staff know before you go.

What might happen

The Emergency Department is for the treatment of medical emergencies and less urgent cases when alternative care is not available. Your GP is better for non-urgent health matters and ongoing treatment.

You may need to have clinical tests such as a blood test, an X-ray or CT scan. If this happens, you might need to wait for the results of these tests before the health care team can continue your treatment. Throughout your treatment your privacy will always be respected.

When you leave

When you leave the Emergency Department use the following checklist.

- ✓ Collect all your personal belongings including X-rays, medications and medical documents.
- ✓ Ask for a medical certificate if you need one.
- ✓ A member of your treatment team may give you a letter explaining your situation to help your GP continue your care. Put it in a safe place.

