

HOW YOU CAN HELP US

Talk to any member staff if you are worried or anxious about your visit.



If you or your relative has special needs, please tell a member of staff.

WHEN YOU LEAVE

Collect your personal belongings, including any medicines and test results.



We will send a letter to your GP explaining what treatment you have had.



Transport

If you are discharged from the Emergency Department you will need to arrange your own transport home. The Scottish Ambulance Service does not provide transport home for patients.

Please speak to a member of the reception/nursing staff if you have any concerns.

Reference: Lynch, C., Kidd, J., (1999), Early Communication Skills, Winslow Press Ltd.

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FURTHER TREATMENT

A member of the healthcare team will give you instructions about caring for yourself.



You may need to make an appointment with your GP for further treatment.

ADVICE FOR THE FUTURE



NHS 24 provides up-to-date health information and self care advice for people in Scotland. You can visit their website www.nhs24.com



Or speak with a call handler on Telephone No: 111.



Your GP should be contacted for minor illnesses and your local pharmacy offers a minor ailment service.



If you sustain a minor injury in the future, take something for pain before coming to hospital.

If you need this information in another language or format, please contact the NHS Lanarkshire General Enquiry Line on 0300 3030 243 or e-mail info@lanarkshire.scot.nhs.uk



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The Emergency Department

Information for patients

The Emergency Department is for treatment of medical emergencies and injuries.

Your GP is better for non-urgent health matters and ongoing treatment.



Welcome to the Emergency Department

We will assess your injury or illness and ensure that you are treated by the appropriate healthcare professional in a timely manner according to the urgency of your condition.

Patients are not seen in order of arrival but according to clinical need.

You may be assessed and treated by the Minor Injury Team or the Main Emergency Department Team.

If your injury or illness is not urgent we may refer you to another service such as your GP, Specialist Nurse, Out of Hours, Community Pharmacy, Dental services, LENS service; or we may give you advice on how to manage your condition at home.

Please provide the Reception staff with the information requested. You will then be advised which Team will assess you.

Minor Injury

Limb injuries, minor cuts and abrasions, minor burns, stings and bites

A dedicated team of specialist nurses and doctors will assess your condition and treat you appropriately. You will be advised of waiting times on arrival.

Main Emergency Department

All other patients will be assessed by a nurse on arrival and will be allocated to the appropriate healthcare professional.

If your condition can be managed appropriately within the Emergency Department you will be allocated a priority of when you should be seen based on your clinical need. The nurse carrying out the assessment will advise you of your approximate waiting time.

You may need to be admitted to hospital for further tests and treatment.

WHILE YOU WAIT

The Emergency Department can be very busy. Waiting can be frustrating. For everyone's comfort and safety, please treat others with respect. Remember we are here to help you.

If you start to feel worse when waiting to see a Nurse or Doctor you should tell the Receptionist.



You should check with us before eating or drinking anything whilst in the Emergency Department.



If you need to leave the waiting area or if you choose not to wait for treatment, you can leave, but it is important to let staff know before you go.



It can be comforting to have a family member or friend with you in the hospital, so please tell them where you are. Hospital staff can help you do this. We ask that only one family member accompanies you through to the treatment area to help maintain patient confidentiality.

You will be called through to the treatment area where a Nurse will start your treatment and arrange any tests you need.

WHAT MIGHT HAPPEN

You may need to have clinical tests such as blood tests, x-rays and/or scans. You might need to wait in the waiting area or a cubicle whilst undergoing tests or treatment. You may need to wait for results of these tests before having further treatment. We will try to make you as comfortable as possible, please ask us if you would like blankets or pillows. Your privacy will always be respected during your treatment.

