

Welcome to the Emergency Department

Information for patients, families and friends

Creating exceptional health care together

SCAN ME for translated versions and a map of ED



Canberra Health Services

canberrahealthservices.act.gov.au

Welcome to the Emergency Department

For your information

Arrival Date/Time: _____

Please ask a nurse if it is OK to eat or drink.

Notes: _____

I am waiting for:

- | | |
|---|---|
| <input type="checkbox"/> Blood test results | <input type="checkbox"/> Physiotherapist |
| <input type="checkbox"/> Urine collection/ results | <input type="checkbox"/> Mental Health Team |
| <input type="checkbox"/> X-ray/ CT scan/ ultrasound/ MRI/ angiogram | <input type="checkbox"/> Social worker |
| <input type="checkbox"/> A doctor | <input type="checkbox"/> Hospital bed |
| <input type="checkbox"/> Other: _____ | |

Going home, I need:

- | | |
|--|---|
| <input type="checkbox"/> Medical certificate | <input type="checkbox"/> Doctor's letter |
| <input type="checkbox"/> Medicine | <input type="checkbox"/> Cannula/drip removed |
| <input type="checkbox"/> Transport home | <input type="checkbox"/> Equipment |
| <input type="checkbox"/> Personal belongings | <input type="checkbox"/> Written instructions |

Be kind and respectful

We will try our best to help you during your visit. Your safety and the safety of visitors and staff is very important to us. Being violent or aggressive is never ok. If you have any concerns or questions, please ask us.

Contact the Emergency Department

If you need to find out about your family member, you can contact the Emergency Department on (02) 5124 0000. We can only give you information about someone if we have their permission.

Your feedback

Canberra Health Services is committed to working with the people who use our services to improve the quality and safety of our public health services. Your compliments, comments and complaints are important to us.

Please contact the Consumer Engagement Feedback team by calling (02) 5124 5932, emailing HealthFeedback@act.gov.au, or use the feedback box in the Emergency Department.

Acknowledgement of Country



Canberra Health Services acknowledges the Traditional Custodians of the land, the Ngunnawal people. We acknowledge and respect their continuing culture and contribution to the life of this city and region.



Accessibility (how to get this information in other ways)

If you want to receive this information:

• in larger print

• or hear it on audio

please telephone (02) 5124 0000.



If you need the translating and interpreting service – please telephone 131 450.

National Relay Service phone 133 677 then ask for 133 427.

For further accessibility information, visit: www.canberrahealthservices.act.gov.au/accessibility



www.canberrahealthservices.act.gov.au
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At the Emergency Department we will do our best to make your stay as comfortable as possible, while giving you the care you need.

Triage and registration

When you first arrive, you will see a triage nurse. They will check how you are by:

- asking questions about what has happened, how you feel and questions about your health
- measuring things like your pulse (how fast your heart is beating), blood pressure and temperature.

These things will help the nurse work out how quickly you need to be treated. This is the process for everyone, whether you drove yourself to hospital or were brought in by an ambulance.

After you have seen the triage nurse, another staff member will ask you for some details that will help identify you.

Tell us if you or the patient you are visiting is getting sicker.

Treatment

When and how you are treated will depend on your health needs. We aim to treat you as quickly as we can. How long you wait depends on how sick you and other people are.

You may need tests or specialist treatment. This may mean you wait for tests and results in another place in the hospital. These could be:

- Sub-acute waiting room
- Fast track
- For children, the paediatric waiting room

Your plan of care

We will talk with you about any test results you have. Together we will talk about your options and what will happen next. This may include:

- going home
- staying as a patient in this hospital
- going to another hospital
- being treated at home or in a clinic by a 'Hospital in The Home' team
- for non-urgent matters, seeing your GP for follow-up.

It is ok to ask us questions.

Important things to remember

Visitors

Family and friends are welcome. We will tell you how many visitors you can have with you.

Your family and friends can ask us how they can help with your care.

WIFI

You can use the free Wi-Fi network by connecting to 'HEALTHfree' on your mobile device.

Smoking

The Canberra Hospital campus is a smoke-free environment. Please talk with a nurse about nicotine replacement therapy options.

Property

It is best to ask a family member, friend or carer to look after your things. We cannot guarantee that your things will be safe while you are in the Emergency Department.

If you or the person you are visiting is in pain, please tell the nurse.

Mobile Phones

You can use your phone to stay connected to your family and friends. Please think about people around you and keep noise low.

To respect the privacy of staff, patients and visitors, you must ask staff for permission before taking any photos or videos. Do not take photos or videos of people who have not agreed to it.

We can help you if you need to charge your phone.

Parking

The main carpark at the hospital include the Southern Multistorey carpark and the Yamba Drive carpark. These parks are for a range of time periods.

We can help if you overstay your parking time due to unforeseen delays. If you are unexpectedly delayed, please speak with us before your parking time runs out. We will let Canberra Health Services Parking Operations know you have been delayed.

If you have concerns after speaking with the staff caring for you, it's ok to ask to talk with a senior nurse or doctor.

Aboriginal and Torres Strait Islander People

Are you or your family member Aboriginal and/or Torres Strait Islander?

If yes, please tell us so that:

- the Aboriginal and Torres Strait Islander Liaison Service can support you and your family while you are in hospital
- the health professionals caring for you can also care for your cultural practices and needs
- we can plan and give you and your family the right health services for you.