



What happens when you come to our Emergency Department

Canberra Health Services

ACT Government



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book
- find more information.

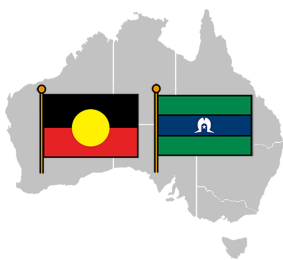


Contact information is at the end of this book.

We acknowledge the First Nations Peoples



First Nations Peoples are the Aboriginal and Torres Strait Islander peoples.



Acknowledge means we understand that the First Nations Peoples belong to this land.

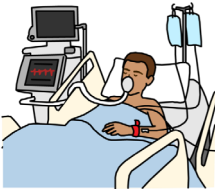
About this book



This book is from Canberra Health Services.



We are part of the ACT Government.



This book is about our **Emergency Department**.

An Emergency Department is where people get help in hospital for serious health problems.

The person who needs help is called the **patient**.



The patient could be

- you
- someone else.



What happens when you come to our Emergency Department



We want to make sure you

- feel comfortable
- get the care you need.



1 We will find out about your health emergency



When you get to us a **triage nurse** will check your health.

A triage nurse asks questions about

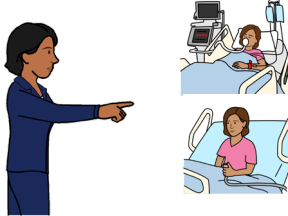
- what happened
- your health and how you feel.



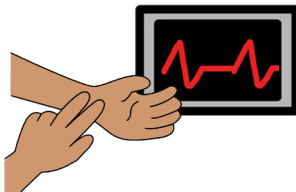


The nurse might get information to decide

- how fast to give you help



- the way to give you help.



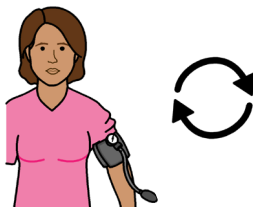
To get information the nurse might

- put their fingers on your wrist or neck to check your heart beat



- put a band around your arm to check your blood pressure.

The band squeezes your arm for a short time and then stops.



The nurse might check your blood pressure many times.

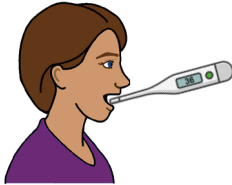


The nurse might use a small machine to take your temperature.



The nurse might take your temperature

- in your ear



- under your tongue



- under your arm.



The machine might make a beeping sound.

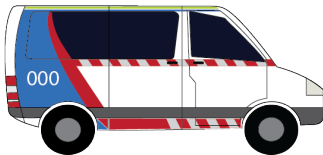


We decide how fast people need help in the same way for everyone.



First we help the people who are the most sick.

If others are more sick you might need to wait.



What we decide does **not** change because you

- came to hospital in an ambulance

or



- came to hospital another way.



You should tell us if you or the patient you are with is getting more sick.

2 We will give you treatment

Treatment means care for your health problem.



You might need to get

- health tests
- treatment.



You might need to wait for tests and treatment in another place.



For example, in our

- waiting room for children if the patient is a child



- **acute** waiting area
 - acute is for serious health problems



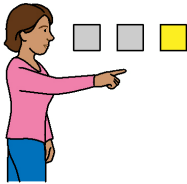
- **fast track** waiting room
 - fast track is for health problems that are less serious.

3 We will help you make plans about your health



If you get health tests we will talk with you about

- what we find out from the test



- the health choices you can make

1	_____
2	_____
3	_____

- what will happen next.

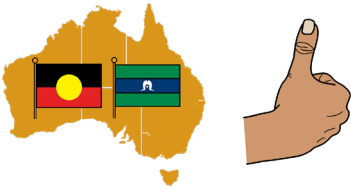


It is ok to ask us questions anytime.

If you are a First Nations person

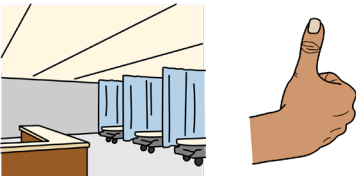


You can tell us if you or the person you are with is a First Nations person.



If we know then we can help give the right support, for example

- care that fits with your culture
- health services that work for you
- support from our Aboriginal and Torres Strait Islander **Liaison Service**.



Liaison Service means First Nations staff help with your care.

We should show each other respect

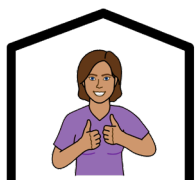


Respect means we understand that

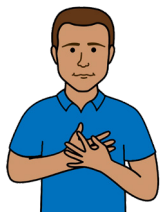
- everyone is important



- we should be kind to everyone.



We want everyone to feel safe when we help you.



You should also show us respect when we help you.

You must **not** be **violent** or **aggressive**.



Being violent or aggressive can mean you

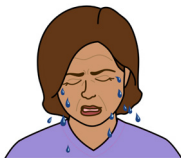
- hurt someone



- are rough with people or things



- swear



- say things that make people feel

– bad



– afraid.

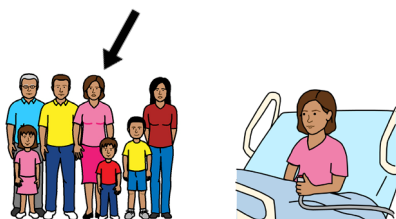
You can tell us if

- you are worried about safety



- you have questions.

If you want to find out about your family member



If your family member is a patient you can contact the Emergency Department.

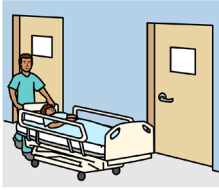


We can only give you information about someone if they say **yes**.



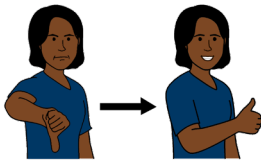
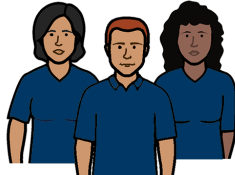
Call 02 5124 0000

If you want to give us feedback



Feedback is when you say what you think about

- our service
- our staff.



We want to know your feedback so we can make our Emergency Department better.

Types of feedback

1 You could give us a compliment



A **compliment** is when you tell us what was good about the Emergency Department.

✓	_____
✓	_____
✓	_____

You could tell us why you think it was good.

2 You could make a complaint



A **complaint** is when

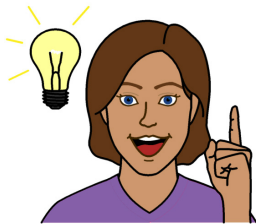
- you are **not** happy with our
Emergency Department

and



- you tell us why.

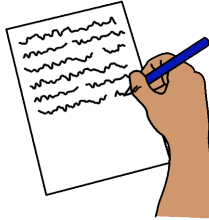
3 You could give us a suggestion



A **suggestion** is when you tell us your ideas
about what we could do better.

How you can give us feedback

At the hospital



You can write down your feedback and put it in the feedback box at our Emergency Department.

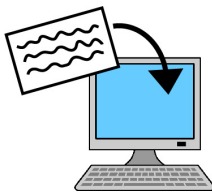
By phone



Call 02 5124 5932

Monday to Friday 9 am to 5 pm.

By email



Email healthfeedback@act.gov.au

More information

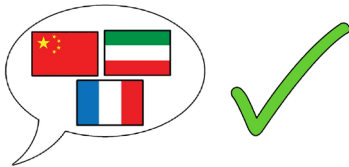


For more information contact
Canberra Health Services.

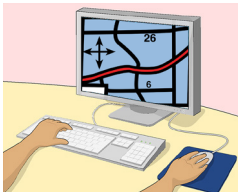


Website

canberrahealthservices.act.gov.au



You can go to our website to get the information
in this book in a language other than English.



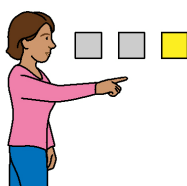
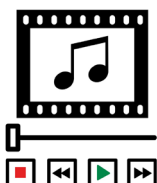
Our website also has directions to our
Emergency Department.



Website

canberrahealthservices.act.gov.au/services-and-clinics/services/emergency-department

ABC



You can call us to get the information in this book
in other ways, like

- to read large writing
- to listen to the information
- any other way that helps you.

Call 02 5142 0000

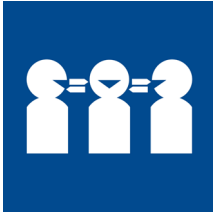
You can learn more about how we help you get
information in ways you need on our website.



Website

[canberrahealthservices.act.gov.au/
accessibility](http://canberrahealthservices.act.gov.au/accessibility)

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

Notes

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