



Emergency Department

Your visit to the Emergency Department





The Emergency Department is at the hospital

It is for people who need healthcare very quickly

People who have hurt themselves or are really unwell



If you are hurt badly or are really unwell, you may need to go to hospital in an ambulance



You may come by car with a carer or family member.



When you get to the hospital you will go to the reception desk
The person at reception will ask you:

- Your name
- Your address
- Your date of birth



Let them know if you need any 'reasonable adjustments'

Things like:

- Help with communication
- If you get very scared
- If you need a quiet space to wait

Remember to bring your 'This Is Me, My Care Passport' if you have one or your 'Yellow Health Book'



The person at reception will then tell you where to wait to be seen.



This area can get quite busy.



Don't worry, there are toilets in the main waiting room.



There is a children's waiting area. That has toys and books.



There is a quiet space in the department. Please ask at reception or a nurse in charge if this space is available.



If you need some more tests or need to see someone else, the nurse may ask you to wait in the waiting room.



If you come by ambulance or are very unwell the nurse may take you straight to a treatment room.

A doctor will examine and treat you



If you have been waiting, the nurse will call you when it is your turn and will take you to a treatment room.

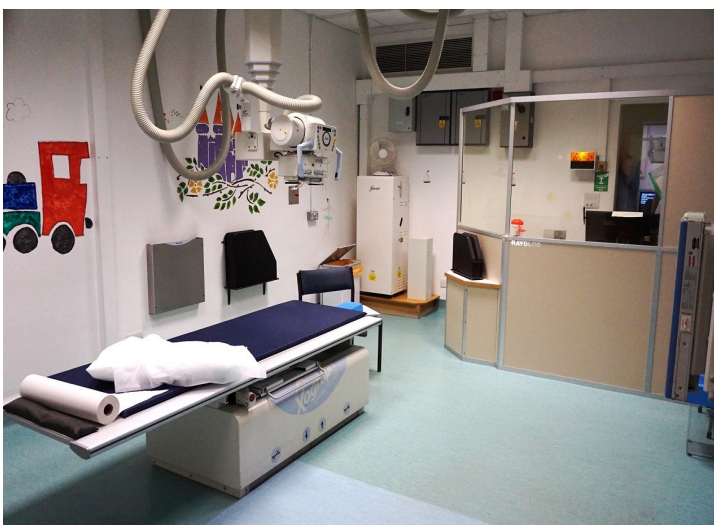
You might have some tests like a blood test or they might treat a wound



If you need an x-ray, a member of staff will show you where to wait.



There is a small waiting area outside of the Xray room. A member of the Xray team will call you through from here.



Let them know if you are scared or unsure of what will happen

After the X-Ray you may be asked to wait in the waiting room again until the doctor can give you the results.



If you have broken a bone, you may need to have a plaster cast put on

This is done in the plaster room

The plaster technician or nurse will explain what you need to do to look after your plaster cast

Remember to ask any questions before you leave

They will give you a leaflet to take home



If you have to wait a long time for tests you may have to wait in the observation ward.

There is a water machine and accessible toilet in this area.



If you are well enough to go home, the nurse or doctor will talk to you about:

- Any medication you will need to take
- If you need to do anything to manage your condition
- If you need to see your GP or come back to hospital



You will need to arrange your own transport home, even if you came in by ambulance

Talk to the nurse if you need help to do this

Contact Numbers:

We hope that you have found this information useful.

If you have any questions or are worried about anything, please speak to your family doctor (GP) or the following Dorset County Hospital Staff:

Emergency Department Main Reception: 01305 255541

Patient Advice and Liaison Office: 0800 7838058

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please email pals@dchft.nhs.uk



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