

## Emergency Department

# Your visit to Accident and Emergency (A&E)







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


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



When you get to the hospital you will go to the reception desk

The person at reception will ask you:

- Your name
- Your address



Reasonable Adjustment



The extra things that can be done so that people with learning disabilities can get accessible healthcare.

Produced October 2013

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

## This is me My Care Passport

It should be kept with me and brought with me into any care setting, including hospital.



**My name is:**

**I like to be known as:**

Please return my passport to me when I go home.

This is essential reading for all staff working with me. It gives important information about me. This passport should be kept visible and used when you talk to me or think about me.



Things you must know to keep me safe



Things that are important to me



My likes and dislikes

This passport is a pdf file that can be typed into, saved and updated using Adobe Acrobat Reader. Go to [www.dorsetnhs.uk](http://www.dorsetnhs.uk) to download it free of charge. You could also print it off and write on it.

Show them your 'This Is Me'





The person at reception will then tell you to wait in the waiting area

This can be quite busy



Don't worry, there are toilets



There is also a vending machine, but check with the nurse if it is OK for you to have something to eat or a drink first



There is a children's play area too



The relatives room is a quiet room



A nurse will call you when it is your turn

If you have carers they can come with you

The nurse will ask you some questions

Remember your 'This Is Me'





If you need some more tests or need to see someone else, the nurse will 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

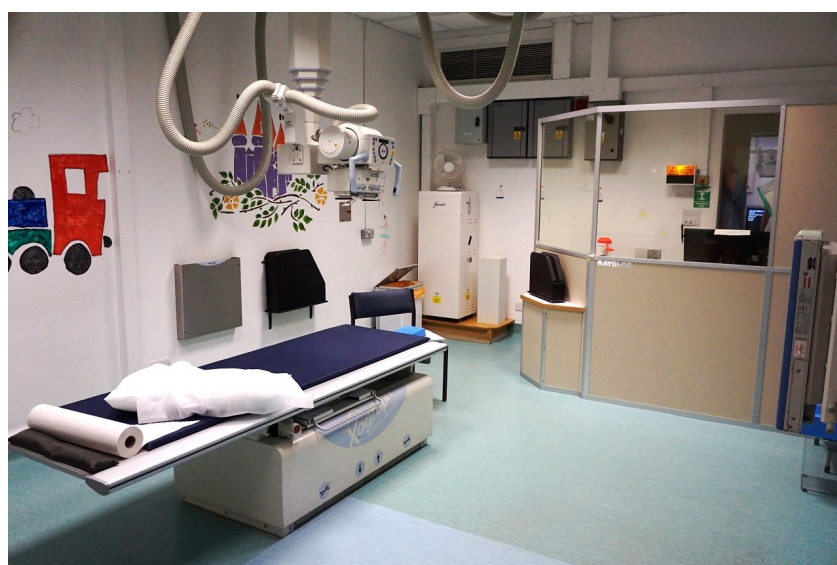




If you need an x-ray, follow the footprints to the X-Ray room



Someone at X-Ray reception will take you into the room



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

After the X-Ray you will 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 a problem with your eyes, this is where the doctor will check them





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



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 Office: 01305 255541

Patient Advice and Liaison Office: 0800 7838058

## About this leaflet:

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If you have feedback regarding the accuracy of the information contained in this leaflet, please email [pals@dchft.nhs.uk](mailto:pals@dchft.nhs.uk)



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