

A journey through the Emergency Department



Information for patients and carers
Emergency Department



In hospital and in the community

proud to make a difference

Easy Read

Introduction

This booklet shows a patient journey through an Emergency Department.

The Emergency Department is a place in the hospital. It is also called the ED. Lots of people come to the Emergency Department after having an injury following an accident or if they suddenly become very ill and need to see a doctor.

Going to the Emergency Department for the first time may make you feel afraid and confused. This booklet provides information to describe what might happen and to help reduce any worries you might have.

Most people go home from the Emergency Department but some people may need to stay in the hospital to have further tests or investigations.

This booklet has been written to help people who have a communication difficulty. The booklet has photographs, symbols and easy read words to help describe the patient journey.



What is the Emergency Department?

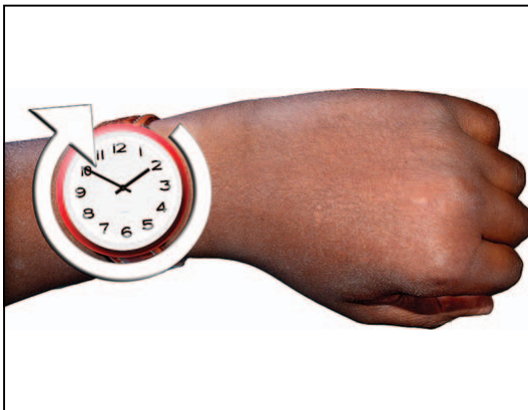
Many hospitals have Emergency Departments (ED).

This is where you can go if you need to see someone very quickly or in an emergency.



You, or someone else, may need to call an ambulance to take you to ED.

The telephone number to phone for an ambulance is **999**.



The ED in Sheffield is open all day and night and every day of the year.



Why would you go to ED?

You may go to ED, or someone may need to call an ambulance if:

- you have an accident and are not conscious. This means you are not aware of what is happening around you.



Or you may go to ED if:

- you are in a lot of pain that medicine like paracetamol or aspirin has not stopped.



- you are very confused.

For example, if you do not know where you are or what is happening.



- you have a lot of pain in your chest or find it difficult to breathe.



What will happen when you get to ED?

You will first need to go to the reception desk. The receptionist will ask for your:

- name
- date of birth
- address
- family doctor (GP)



The receptionist will ask you to wait in the waiting room.



ED can sometimes be busy and noisy.



You will need to listen carefully for the nurse to call your name.



Being checked by a nurse

A nurse will check you to see what treatment you need.



The nurse may want to check your temperature or blood pressure.

This does not hurt.



The nurse may want to do other things like apply a sling.



The nurse will ask you to wait in the waiting room again.



You might be waiting a long time. This will depend on how poorly you are and how many other people are waiting.



You should not usually have to wait more than 4 hours.



Being seen by a doctor

Tell the doctor if you would like your carer or friend to be with you.



The doctor will ask you questions and check you.

**The doctor might need to:**

- listen to your breathing or heart with a special piece of equipment called a stethoscope.



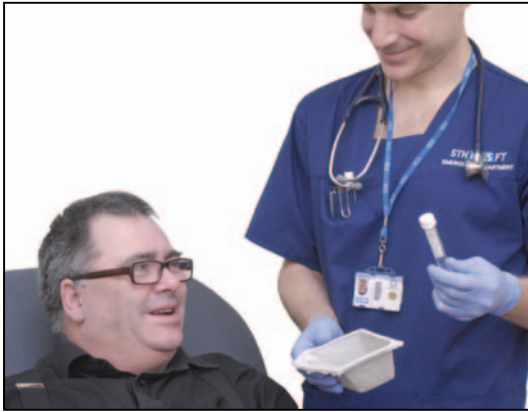
- check your blood pressure.
- This does not hurt.



- look at your arm or another part of your body.



Tell the doctor if you feel any pain.



Having some tests

The doctor will decide if you need any more tests and will tell you where to go next.



You might have to have a blood test.
This may hurt a little.



The doctor will look at your test results and decide what treatment you should have.



You might need to have:

- medicine
- stitches
- a pot
- crutches
- or some more tests



Going home

Normally you can go home after your treatment.



The doctor will tell you if you need to come back to hospital.

You will be given an appointment card which tells you where to go.



Or

You might need to see your family doctor for a check up.

The hospital doctor will tell you if you need to do this.



However, some people might need to stay in hospital overnight.

Questions to ask:



When you are in hospital, it is important you understand what the doctors and nurses say to you.



Don't be afraid to ask if you don't understand.

You could say:

"Can you explain it again please"



"What should I **do** if things get worse?"

or

"Who should I **talk to** if things get worse?"

Before you leave the hospital, make sure you know what you need to do next.



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