

BRIEF GUIDE ABOUT THE EMERGENCY DEPARTMENT



GENERAL INFORMATION

1- On arrival, you must pass through the Admissions Service with your valid **Health Card**.

2- You will be given an identification bracelet with your personal details, which **you must put on immediately**, preferably on your left wrist if you are right-handed, or viceversa. If you are unable to do this yourself, you will be helped to put it on.

IT IS VERY IMPORTANT THAT YOU KEEP IT ON - FOR YOUR SAFETY - DURING THE ENTIRE CARE PROCESS.

3- You will then be asked to wait **alone if possible** in the Triage Waiting Room, except for patients with mobility difficulties, cognitive impairment, sensory deficits or language barriers.

4- The Emergency Department has a Family and Impatients Information Service, located at the main entrance next to the Admissions Service, which serves as a link between patients, family members and healthcare staff.

5- Accompanying persons and relatives must remain in the Waiting Room, where they will be warned by loudspeaker, if necessary.

BASIC INFORMATION ON TRIAGE, TRIAGE CLASSIFICATION AND WAITING TIMES

Triage is the essential process for providing appropriate care to people attending a Hospital Emergency Department, prioritising their care according to the severity of their health condition.

The classification or triage system used in the hospitals of the Madrid Health Service (SERMAS) is the Manchester Triage System (MTS).

It is carried out by specially trained NURSING staff. This nursing staff will prioritise the level of care, following the protocols and care standards, classifying the level of seriousness of the patients and the care and waiting times in the Emergency Department. Levels from 1 to 5 will be assigned, associated with a colour and this assignment corresponds to **ideal initial care** times, following this scheme:

Number, name, colour, minutes

• 1 immediate	0	
• 2 very urgent	10	
• 3 urgent	60	
• 4 standard	120	
• 5 non-urgent	240	

PATIENTS WILL BE SEEN ACCORDING TO THE SEVERITY OF THEIR CONDITION, RATHER THAN ON A FIRST-COME, FIRST-SERVED BASIS.

During the wait to be seen, which can increase in episodes of high patient flow, if you require clarification about your care process you can go to the Information Service next to Emergency Admission.

RESPECT FOR OTHER PATIENTS IS MANDATORY, SO IT IS NOT PERMITTED TO ACCESS EITHER THE TRIAGE NOR THE MEDICAL/NURSING CONSULTATIONS DURING THE WAITING, except in case of illness deterioration, clinical changes or explicit indication by Patient Information.

Changes in the location of a patient in the Emergency Department are at the discretion of the medical and nursing staff based on the patient's care needs and the saturation of resources.

PATIENT ACCOMPANIMENT

1. All patients shall be escorted, unless otherwise decided by the doctor and provided that the activity in the Emergency Department allows it.

Resolution of the Vice-counselor of Health, issuing instructions to facilitate the accompaniment of patients by family members or relatives in the emergency services of the Madrid Health Service, of 07 August 2015.

2. **Accompaniment** shall be limited to **one person per patient**, in order to benefit both the comfort and rest of the patient and the care activity of the healthcare staff.

3. The accompanying person will be identified by means of a **specific sticker** which will be handed out by the Information Staff and which must be renewed every 24 hours.

4. Accompaniment shall comply with the following rules:

- ❖ It is not permitted to wander in areas where the patient to be accompanied is not located.
- ❖ Speak in a low tone of voice.
- ❖ Proper use should be made of hospital facilities and furnishings.
- ❖ It is important to minimise mobile phone use and silence ring tones.
- ❖ The accompanying person should not be exchanged unless the authorised person needs to do so, in which case the Patient Care staff should be informed.
- ❖ In order not to interfere with the care process, it should be remembered that no medication or food should be given to the patient that has not been indicated and/or provided by the staff.

The ED shall promote the **accompaniment on** the following cases:

- ❖ Patients over 65 and/or under 16 years old
- ❖ Patients with cognitive impairment.
- ❖ Patients with oncological pathology.
- ❖ Patients with psychiatric pathology
- ❖ Patients with verbal communication difficulties or language barriers.

BELONGINGS

It is not advisable for patients to have money or valuables with them during their stay in hospital. There is a guard service available for patients and valuables custody by the hospital's security staff. As a general rule, in the case of personal belongings and clothing, these belongings will be given to the person accompanying the patient, or if the patient is alone and is in the Acute Ward, they will be placed in the bedside table.

PLAN OF THE EMERGENCY DEPARTMENT



DIET

There are *vending* machines at the entrance to the emergency department for use by accompanying persons or by patients if they do not have to remain fasting for medical reasons. For bedridden patients, meal times (except for patients located in the consultation area) in our service are as follows:

- BREAKFAST: 9:00 a.m.
- LUNCH: 13:00 hours
- BREAKFAST: 17:00 hours
- DINNER: 20:00 hours

CLINICAL INFORMATION AND MEDICAL DISCHARGE

1. The patient's **clinical information** shall be given by the Emergency Department medical staff to the patient and/or accompanying person in a clear and concise manner, ensuring their understanding and clarifying any doubts.

2. On discharge, the doctor will give you your **Emergency Discharge Report**. And he/she will explain the patient's destination: home, hospital admission, transfer to another centre, etc.

3. The medication prescribed in the discharge report will be digitally incorporated into the Individual Health Card (citizens of the Community of Madrid) through the Single Prescription Module; or by means of a direct prescription that is not financed in the event of not having an IST in Madrid.

4. Together with the discharge, the patient will be provided with proof of their attendance at the Emergency Department, showing the hours of admission until discharge. If you do not have this document, you should go to the Emergency Admissions Department to obtain it. This document **does not serve as a sick leave report (IT)**.