
Information for visitors to the Emergency Ward (EW)

Triage System in the Emergency Ward

INTRODUCTION

As from 1 October 2008, the emergency ward of the Slotervaart Hospital will follow a new procedure. The most important change for you as a patient will be that the sequence of arrival will not (or no longer) determine the sequence in which patients will be called in and treated.

Within several minutes after you have checked in, you will be called in by a nurse; to him or her you will talk about the reason for your visit to the Emergency Ward (EW). On the basis of the seriousness of your symptoms, this nurse will determine the sequence in which patients will be treated.

Through this leaflet, we would like to explain to you this procedure, "the triage".

Procedure

On the basis of the seriousness of your complaints or symptoms, you will be placed by a triage nurse in a particular group. In this way, we try to make sure that patients with serious conditions are helped sooner than patients with less serious conditions. This procedure is called the "triage system". Each group has a different colour.

The triage nurse will tell you in which (colour) group you have been placed.

Colour groups

You are placed in the colour group:

- Red** Critical. You will be helped immediately.
- Orange** Very urgent. The aim is that you will be attended to by a doctor within 10 minutes.
- Yellow** Urgent. The aim is that you will be attended to by a doctor within one hour. If it is very busy, you may have to wait longer.
- Green** Standard. The aim is that you will be attended to by a doctor within two hours. If it is very busy, you may have to wait longer.
- Blue** Not urgent. It is medically safe for you should you have to wait longer. The aim is that you will be attended to by a doctor within four hours. Should you decide to leave, please report this to the triage nurse.

Due to this procedure, it may occur that a patient who came in after you is helped sooner.

Not every patient is in need of the same specialism or the same doctor. Someone who needs to be seen by a surgeon may have to wait longer than someone who needs to be examined by an internist. So it may happen that you have to wait longer than another patient, although you have been placed in the same colour group.

Children who arrive in the EW will also be given a colour code. If a child and an adult have the same colour code, the child will be helped first.

We will do our very best to keep you informed of the waiting times.

THE WAITING ROOM

During your stay in the waiting room the triage nurse will be your regular contact person. Should your condition change during the waiting time, the triage nurse will reassess your situation.

* Drinking Please note. Always first consult with the triage nurse before you eat and/or drink anything. Some examinations and/or treatments require your stomach to be empty or as empty as possible.

There is a coffee/tea machine in the waiting room.

* Toilets There is a ladies' room and a men's room in the waiting room.

THE TREATMENT

When you will be called in by the EW nurse, you may take a seat in one of the treatment rooms.

Only one person may accompany you during the examination and treatment. Children may of course be accompanied by both parents.

In most cases, the EW nurse will first conduct a standard examination. After this, the doctor will see you and will conduct an additional examination in order to make a possible diagnosis. It is sometimes easy to determine what is wrong with you. In this case, you can be helped quickly. However, sometimes several examinations have to be conducted by several doctors in order to make a diagnosis. These doctors need to consult with each other about your situation. Because of this, it could take some time before the cause of your symptoms is known. In the treatment room the doctor and nurse will inform you of the examinations to be conducted and of their approximate duration.

As soon as the cause of your symptoms is known, you will be informed. Together with the doctor and the nurse you will decide on your further treatment. It may happen that you need to be admitted to hospital. Otherwise, you will be treated by the doctor in de EW. If necessary, a follow-up appointment will be made or you will be referred to your general practitioner.

AFTER YOUR VISIT TO THE EW

Your general practitioner will be sent a letter regarding your visit to the EW.

QUESTIONS?

Should you have any questions as a result of your being treated in the EW, you can always contact us on 020 - 512 4113.