

Fäst patientetikett här

Personal information about your emergency visit to Kungälv Hospital



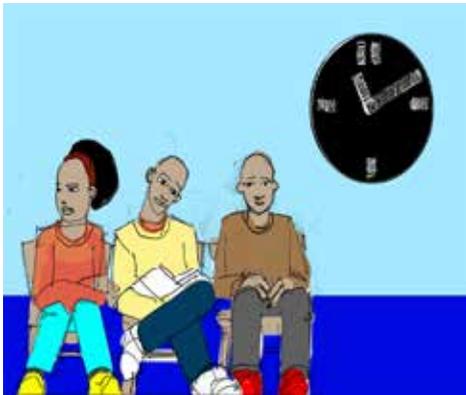
Registration



1. When you arrived, you should have taken a queue ticket. This is our way of seeing when you arrived and monitoring your waiting time. It also shows how long you were in the Accident & Emergency department. This information is used to make improvements. The fee for a visit to the A&E department is at least SEK 300.



2. Have you been in a traffic accident or an accident at sea? Come off your bicycle? Then you should fill in a traffic injury form. The information is used by the Swedish Transport Agency to prevent accidents. **Please hand in the completed form before you leave the A&E department.**



3. After you have been registered you wait in the waiting room. When it is your turn, you will be called to come in for a first examination. This is called sorting. Sometimes the assessment will indicate that you should go to a different department that is more suitable for you. While you are waiting you should fill in a health form.



4. There are rules that must be followed in the A&E department, so that everyone can feel safe during their visit here. The rules are posted in the waiting room and in the patient rooms.

Waiting time

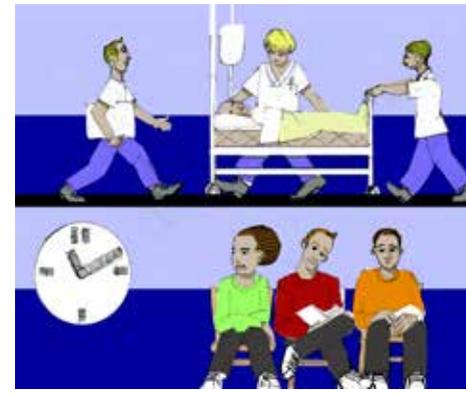


5. During the sorting process you will meet nurses/physiotherapists who will make a first examination and assessment of your condition. You can tell us what has happened, and if necessary we will take samples, your blood pressure, your pulse and other measurements to make an assessment.



Must be treated first

6. You are given a priority after the first assessment, based on your condition. There are four groups of priority given, and these are shown using different colours. Read more about how we give priority on page 5.



7. Depending on the priority you are given, you will have to wait for different lengths of time. Your priority also affects where you will wait – in the waiting room, in a private room or in another place. You may also go directly for an X-ray. Read more about that on page 7.



8. **It is important that you contact one of the staff if you feel worse or want to ask about anything.** If you are in the waiting room, go to reception. If you are waiting in another place, press the call button.

Sorting A first assessment

Which specialist have you been given?

- Surgery Medicine 1 Medicine 2 Orthopaedics

Priority (read more about the colours on page 5)

- Red Orange Yellow Green

Can you eat while you are waiting?

- Yes No

Can you drink while you are waiting?

- Yes Yes, but only clear liquids (i.e. tea, black coffee, fruit juice without pulp – no dairy products) No

Do you need to give a urine sample?

- Yes No

X-ray (read more about X-ray on page 7)

- Skeleton X-ray Ultrasound bone

Your attending: _____

Nurse: _____

Assistant nurse: _____

Physiotherapist: _____

How are patients given priority?

All patients coming to Kungälv Hospital A&E department are given different priorities according to a system. This means that those who need treatment most urgently, such as seriously ill and injured patients, are given the shortest possible waiting time for doctors and treatment. This system is the same for the whole of the Region Västra Götaland.

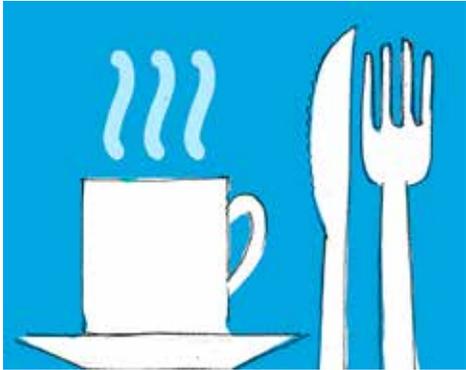
We use colours to show patients' different needs of emergency care. When you have

been through the sorting process, you can see what priority you were given. A patient's priority may be changed during the time in the A&E department, if their condition changes.

The system of first come, first served is never used in the A&E department. **The order of treatment is based on how urgently you need treatment in our medical opinion.**



General information



The A&E department has a vending machine where you can buy hot and cold drinks, but unfortunately no food. If you need something to eat there is a cafeteria by the main entrance of the hospital and a vending machine with snacks on floor 4. You may leave the emergency department to buy something to eat or drink, as long as you tell us first.



You may use your mobile phone in the waiting room and in the individual rooms. Please talk quietly and switch off the call sound. You can also use our free patient and visitor Wi-Fi (VGR Publikt). You are not allowed to take photographs, film or record sound with your phone.



At the hospital car parks you can pay by credit card or SMS.



Smoking, alcohol and other drugs are prohibited in the whole hospital area, indoors and outdoors. Smoking is only allowed in special places outdoors.

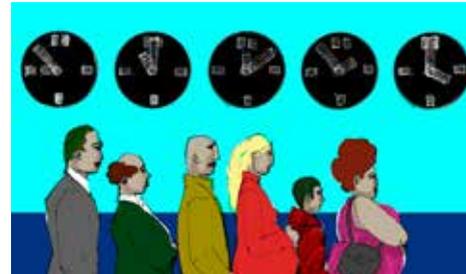
X-rays



1. If you need to be X-rayed, the X-ray department is one floor up from the A&E department. A dotted path on the floor shows the way. Please remove any jewellery you may be wearing on the part of your body that will be X-rayed.



2. Depending on what sort of injury you have, it may be painful to have an X-ray. Tell the nurse if you are in pain or if you need pain relief before the X-ray.



3. The radiology department take both scheduled and emergency patients. This may mean that you will have to wait again, even though you come from the A&E department. Here, too, we try to take the most urgent cases first.



4. When you return from radiology you should tell one of the staff so that we know you are back. After that, you will need to wait while the X-ray images are being examined. This may sometimes take a little time.



5. You will be given information about what the X-ray images show and what will be done.



6. A doctor/nurse/physiotherapist will explain what will happen next – fitting a plaster, advice on exercise or other treatment, admitting you as an in-patient or allowing you to go home.

Assessment

Date _____

- Doctor Nurse practitioner
 Nurse Physiotherapist

Name _____

Treatment carried out

- Physical examination X-ray ECG
 Blood sample Computer tomography Cardiac monitoring
 Urine sample Ultrasound _____

Comment _____

Assessment

The assessment in the A&E department is mainly aimed at detecting and treating acute and severe illness/damage. Sometimes more examinations are needed in another department.

Treatment in the A&E department

- Plaster Medicines
 Sewn injury _____

Comment _____

Prescription/medicine

- Se prescription

Your prescription will be sent electronically and can be fetched from any pharmacy you choose. Take your ID document with you. You can obtain information about your medicine and any side-effects at the pharmacy, from the leaflet that comes with the medicine or at www.fass.se.

Advice

- See separate written information

Follow-up appointment

- Department of Medicine, tel. 0303-985 39
 Department of Surgery/Orthopaedics, tel. 0303-986 35
 Your health care centre
 Physiotherapist
 Occupational therapy

Comment _____

Learn more about your condition: 1177.se

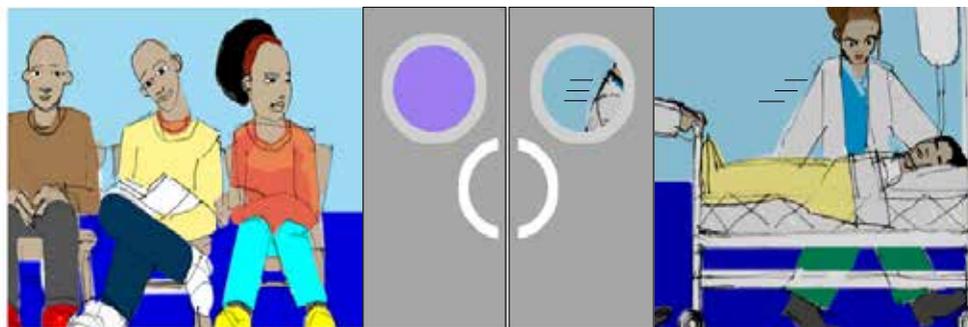
Why are you waiting?

In the first instance, you are waiting for a doctor's assessment. The time this takes varies, depending on which specialist it requires, the day of week and the time of day.

We can never say exactly how long you will have to wait, but we can specify the number of patients ahead of you waiting to be seen. The A&E department must deal with life-threatening conditions first.

Patients may come from elsewhere, such as by ambulance. These are assessed and given priority just like all the other patients. They do not automatically have priority. Samples and X-rays may take some time to analyse, which can prolong the waiting time.

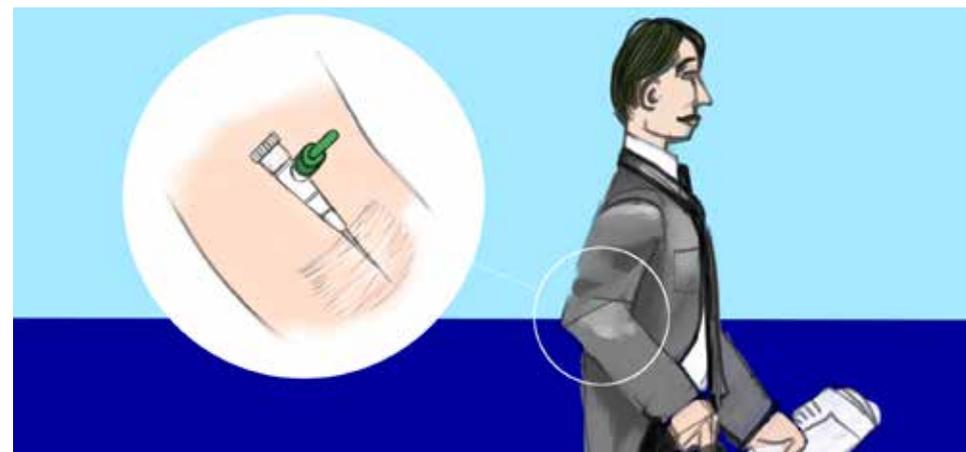
All of these things taken together are the reason why you may have to wait for treatment, sometimes even for several hours. Hopefully, you now understand what is happening and it may make your wait easier.



What happens at the reception?

Even though it seems quiet in the waiting room, there may still be a lot happening inside the emergency ward. The aim is to have a calm and secure atmosphere as much as possible, despite life-threatening conditions. After you have been through the sorting process, you are on our monitoring list and **you will not be forgotten**.

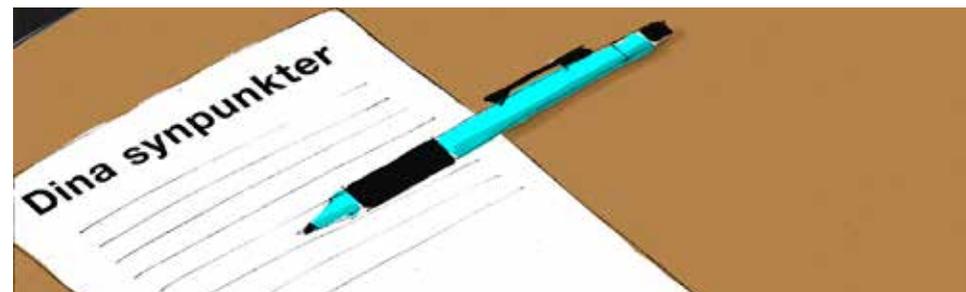
It is important, though, that you contact one of your attending staff if you feel worse or want to ask about anything (see page 4).



Before you leave

Do **not** leave with a venous catheter left inserted in your arm. Press the call button, and someone in the staff will come and remove the venous catheter.

Please remind your attending staff to fill out the assessment pages in this leaflet (pages 8–9).



Comments

We are pleased to receive other comments you may have – they help us to improve our treatment. Writing pads are found in the examination rooms. Put the note with com-

ments into the suggestions box by the exit or talk with one of the staff. You also can send in your comments from the internet site "1177 Vårdguiden" at www.1177.se.



If you become ill or injured again,

first call your healthcare centre or 1177 and ask where you should go for treatment.

In the case of urgent, life-threatening conditions, always call 112.

For more information about symptoms, diagnoses or your health centre, go to www.1177.se or call 1177.