

5. We encourage you to speak up if you have questions or concerns about your care.

- Take part and be involved in every decision about your care. If you do not understand the answers to your questions, it's fine to ask again. You can say, "I'm not sure I understand what you said. Can you explain that to me again?" Also, ask where you can go for more information. You should understand as much as you can about any.
- Medical problem you have (your diagnosis)
- Treatment or procedure that you will have.

6. Make sure you know what to do when you go home from the hospital. When you are getting ready to go home from the hospital or after a medical treatment, ask as many questions as you can to make sure you understand:

- What treatment you received.
- Whether you will have to pick up a prescription before you go home.
- What kind of transportation you will need to get home, the type of care you will need at home and if you will need someone to stay with you.
- What symptoms to watch for and who to call if something does not feel right
- Whether someone will be making a plan with you for home care.
- What medicine you must take, how to take it, and any side effects.
- what foods you should and should not eat .
- When you can go back to normal activities, such as work, school, exercise, and driving.
- What follow-up appointments you will need and who will make them.

It is the wish of the staff members of the Accident & Emergency Department that each person attending this facility gets appropriate and timely care.

We hope that this brochure will guide you through your time in the department.



Accident & Emergency Department
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Please visit www.qehaedbb.org



PATIENT SAFETY INFORMATION ACCIDENT & EMERGENCY DEPARTMENT

Our Triage Categories

Level 1 - Resuscitation

Level 2 - Emergent

Level 3 - Urgent

Level 4 - Less Urgent

Level 5 - Non-Urgent

Based on the severity of your condition you may be seen immediately, after a short wait (minutes to an hour) or after a long wait (more than 1 hour). If you think you have been waiting too long ask the triage nurse about your status.

Please understand these delays are unavoidable and are a usual part of the A&E day.

If you develop any of the following while you are in the department.

Please tell any staff member immediately:

- Difficulty breathing, shortness of breath or wheezing
- Severe chest pain
- Stroke symptoms
- Major bleeding problem
- Acute loss of vision



The Flashing Red light

There is a red light located in the workstation. Once this light is activated and is flashing, it means that there is a seriously ill patient in the department who requires all staff to assist in his or her care. This invariably means a delay in the treatment of other patients.

Please be patient when this process occurs.

In order for you to get the most out of your time in the emergency department, it is essential that you:

1. Provide correct information.
2. Answer questions correctly.
3. Listen & follow all instructions & directions given to you.
4. If you have any doubts or questions, always ask a staff member for help.



1. Whether you are a patient or a visitor, do your part to prevent germs from spreading. When performed correctly, hand hygiene is one of the most important ways to prevent the spread of germs.

It's a fact that health care-associated infections can cause serious harm, but you can protect yourself, your visitors and your health care providers by promoting clean hands. Use soap and water anytime your hands are visibly soiled. For all other instances, using alcohol-based hand sanitizer is the preferred method of cleaning your hands.



2. Bring all of your medicines with you when you come to the Accident & Emergency Department



To protect you, your health care team must know about every medication you take. This includes the drugs you take with a doctor's prescription.

It also includes other medicines you buy, such as: vitamins, herbs and herbal remedies, food supplements, and 'over the counter' or non-prescription medicine you buy at the drugstore.

If you cannot bring the medicines with you, try to keep an up-to-date list of everything you take in your wallet.

3. Falls put you at risk of serious injury. Falls can be prevented and we can help keep you safe.

The first step to avoiding a fall is to understand what causes them. Poor balance, decreased muscle and bone strength, and reduced vision or hearing can contribute to falls. Staying safe and on your feet is a matter of taking some steps to protect yourself. Tell us if you have ever fallen or are unsteady on your feet. Ask for help when walking if needed, use handrails, walkers or wheelchairs if needed. Wear non-slip footwear. Watch out for signage about "wet floors".

4. Tell a member of the health care team if you have ever had an allergic or bad reaction to any medicine or food.



Before your caregivers give you any medication, they need to know if you could have a bad reaction to it. That's why you should tell them in advance about any allergy or reaction you have ever had to any medicine or food. Reactions can include rashes, headaches, breathing trouble, and feeling sick.

Tell a member of your health care team right away if a new medicine makes you feel unwell.