

Emergency Department (ED)



What to expect during your visit



Registration (information about you)

When you come to the Emergency Department (ED)

- We will ask your name, address and other details
- A nurse will ask about your health and why you are here



Please do not eat or drink while you are waiting to see a nurse or doctor. We may not be able to do some tests if you have eaten.



Waiting


- A lot of people come to the ED so you may have a long wait
- The most sick people are seen first, not people who get here first
- You will have to wait if you have tests or scans
- We will take care of you while you wait
- Tell our staff if you are in pain or if you start feeling worse



Waiting times can change while you are in the ED. This can happen if a sick person arrives in an ambulance.



If you are worried while you are waiting

- It is okay to ask questions if you don't understand what is happening.
- Ask your doctor, nurse, or the nurse in charge (wearing a red and white armband )
- Tell us if it would help to talk to us in another language – we can help organise an interpreter.

If you are still worried, phone and ask to talk to the Nursing Coordinator:

- **Casey Hospital** 8768 1579
- **Monash Medical Centre** 9594 2717
- **Dandenong Hospital** 9554 8329



**For an interpreter call
131 450 TIS National**

or scan the QR code to read this document in other languages



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Inside the Emergency Department

- You will be seen by a doctor, nurse or someone who is specially trained to help you.
- You may have to have tests, for example, blood tests or X-rays.
- You may have to move to different areas in the hospital:
 - for tests
 - to wait for test results
 - for treatment
- If you can be treated in the ED, you should be able to go home afterwards.



While you are being seen and treated

- Your family might have to wait in a different area while you are here.
- We will tell your family what is happening and bring them to see you as soon as possible.



If you need to stay

- If we need to keep checking you for up to 24 hours, you may go to our **Short Stay Unit (SSU)**.
- If you do not need more treatment after 24 hours, you should be able to go home from the Short Stay Unit (read about 'Going home').



Admission to hospital

- If you need extra care, or more treatment or tests, you might be admitted to hospital.
- You can wait in the ED until a bed is ready for you.



Going home

- When you can go home, this is called 'being discharged'.
- If you have to take **new medicines**, it is very important that you understand what they are for and how to take them. Ask us as many questions as you need to.
- Ask the nurse to write down what you need to do next. This could be to make an appointment with your own doctor or come back to the ED if you get sick again.
- Ask the doctor for a **certificate for your work** if you need it.



Feedback helps us to do things better. Please help us by telling us about your visit to the ED. Use a feedback form in the ED or on the website: www.monashhealth.org