

A Patient Guide to the Discharge Lounge

An Introduction to the Discharge lounge

The Discharge lounge at the Royal Devon University Healthcare NHS Foundation Trust (Eastern Service) has been developed to provide a relaxed, comfortable and safe environment for patients awaiting discharge home or to another care setting.

The Discharge Lounge frees up hospital beds as early as possible, thus reducing the length of time that patients in the Emergency Department and coming in for surgery must wait for a bed to become available.

Every patient who is using the Discharge lounge is also helping another patient.

Facilities

The Discharge Lounge is a safe, secure area which is equipped with seating for 21 patients, plus an outside area, weather permitting. We have TV'S, a radio, puzzle books and magazines available.

Sandwiches, crisps, fruit, yoghurts and biscuits, as well as hot and cold beverages are provided. Special dietary requirements can be catered for.

Patients will be assisted to the toilet facilities, which is currently close by in Medical Outpatients.

Day of Discharge

- On the day of your discharge you will be collected from your ward and transferred to the Discharge lounge.
- Staff will endeavour to keep you informed of the progress of your discharge medication and on receipt of your medications will explain any changes and answer any queries you may have.
- Your discharge paperwork will be given to you alongside your medications.
- We advise you not to arrange for your relatives to collect you until we know when medications will be ready, as they could take some time.

Transport Arrangements

Wherever possible, it is advised that patients arrange to be collected from hospital by family/friends. Discharge lounge staff can contact relatives or arrange taxis. If family/friends contact you when they arrive at the main entrance, the Discharge lounge staff can bring you out to the main entrance, avoiding them having to park.

There is a voluntary transport service available to patients.

Hospital transport can only be arranged if there is a clinical need.

Opening Times and Location

The Discharge Lounge is open 07:30am until 8pm Monday to Friday. The lounge is located on level 1 area E at the Royal Devon and Exeter Hospital (RD&E) Wonford. The telephone number is 01392 404037. There are volunteers situated at the main entrance who will be happy to assist with directions.

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by Royal Devon staff undertaking procedures at the Royal Devon hospitals.

© Royal Devon University Healthcare NHS Foundation Trust

Designed by Graphics (Print & Design), RD&E (Heavitree)