

Welcome to Acute Medicine

Acute Medical Unit (AMU), Medical Triage Unit (MTU) AMU Ambulatory and Same Day Emergency Care (SDEC)

RD&E Wonford Level 1, Area's D and C

AMU West..... 01392 406123
AMU East 01392 402762
AMU visiting hours: 10:30-20:00
(dependant on any Trust wide restrictions in place)

Patient held record

Date

Seen by nurse

Seen by doctor

Tests

Understanding of the problems/findings

Treatments

Advice/follow up/plans for return

Welcome

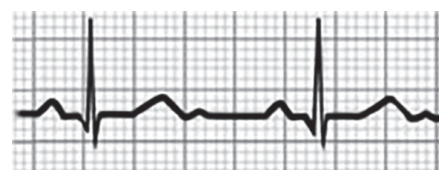
You have been referred to the medical team because you require further assessment of the problems and symptoms that you have been experiencing. This does not mean that you will be admitted to hospital.

Whilst here, you will be initially assessed and triaged by the nursing team before seeing a doctor. You will be asked to wait in one of four areas:

- Our triage area.
- Our SDEC seated area.
- Our five bedded area assessment area (MTU East).
- Our admissions unit (AMU).

Bedside tests can include:

- Pain Score.
- Blood Pressure.
- Heart Rate.
- Respiratory Rate.
- Temperature.
- Blood Sugar Level.
- Urine Sample.
- Weight and Height.
- ECG – (Heart tracing).



Seeing the doctor

You will be seen by a doctor following the nursing assessment. At this point the doctor may request more specialised tests. All patients are seen in order of clinical priority with acutely unwell/unstable patients being seen as a priority. You may not see a doctor until 1-4 hours after you arrive, but we will endeavour to see you as soon as possible.

If you are required to take any of your normal medicines before you have been seen by a doctor, please approach one of the nursing staff who will advise you.

General blood tests

Please be aware that blood tests may be repeated even if you have had them taken earlier in the day at your GP surgery.

Further tests

You may be sent for X-rays or other tests to help rule out certain conditions. You may be taken for tests by our porters, support workers or nurses. If you are able to walk or have a family member they may be able to take you.

Some female patients having an X-ray will need a pregnancy test to confirm that they are not pregnant before the test can take place – this can be established with a urine test.

Ambulatory care

Following initial assessment some patients may require urgent investigation or treatment, but do not need to be admitted to hospital for this to take place. In this instance you may be booked into the AMU or Wynard Ambulatory Care Unit and asked to re-attend the following day.

Discharge

When you are well enough to go home you will be discharged and are free to go, but please check with the nurses if there are any medicines or a discharge letter for you to take with you. In preparation for your discharge please talk to family and friends to ensure that there is someone available to pick you up.

Following discharge, if you require medical advice you should contact your GP in the normal way. Outside of normal working hours please contact NHS 111. If you think your symptoms are life threatening ring 999.

Transport

Even if you have been brought to the hospital by an ambulance this does not guarantee that the ambulance service can transport you home. Transport is only provided for patients (and one carer) who are bed bound, infirm, confused, or are being transferred to a community hospital or care home. Due to demand, it may take several hours for such transport to be available.

Refreshments

Refreshments are available at no cost for patients. Please speak to a member of staff in case it is necessary to withhold food and drink until after you have been seen by the doctor.

If you leave the area for a drink, fresh air, or to make phone calls – please inform a member of staff.

Things you can do to aid your recovery

We are aware that being in hospital can increase your risk of falling, developing pressure ulcers or blood clots, becoming weak and getting hospital acquired infections. We will do our best to minimise this risk. You may receive heparin injections to reduce your risk of developing blood clots.

To help aid your recovery, please consider the following things:

- Walk around as you are able.
- Get dressed in day clothes.
- Be involved in decisions about your care.
- Eat and drink well.
- Arrange your transport home.

We value feedback

When you are discharged you should be given a feedback card and we would really appreciate it if you could spend a few minutes filling this in.

If you have any concerns during your stay please raise these with the team caring for you. You are also welcome to speak to one of our Clinical Nurse Managers.

Alternatively you are welcome to contact the Patient Advice and Liaison (PALS) team. PALS is located in the main concourse. They can also be telephoned on **01392 402093** or e-mailed: **rde-tr.PALS@nhs.net**



Help reduce the risk of spreading infections

Please discourage relatives and friends from visiting if they have been unwell in the last 48 hours.

Please use the hand gel available in the hospital.

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

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